

Lesley Boyd

SENIOR BUSINESS SYSTEMS ANALYST · REQUIREMENTS & PROCESS TRANSFORMATION · UAT & RELEASE QUALITY · JIRA & CONFLUENCE

Henderson, KY | (270) 316-1903 | lesley.a.boyd1@gmail.com

SUMMARY

Business systems analyst with 15+ years across enterprise systems, QA leadership, and process transformation. Currently own Jira and Confluence administration for a distributed engineering organization, working async across time zones with engineering, QA, product, and offshore partners. Skilled at translating business goals into functional specifications, leading UAT strategy and cross-functional validation, and building the documentation and workflow structures teams rely on after a project ships. Experience spans commercial CRM systems work in a formal Business Systems Analyst role and SAFe-based delivery on a federal (USDA) modernization initiative.

CORE COMPETENCIES

Requirements & process analysis: requirements gathering, gap analysis, functional specifications, process/workflow redesign, data and process flow diagrams

UAT & quality leadership: UAT strategy and test scenario design, functional/regression validation, defect triage and root-cause analysis, production-readiness sign-off

Systems & tools: Jira Cloud & Confluence Cloud administration, Salesforce, SAP, Tableau, Alteryx, Google Workspace, Git/GitHub

Methodologies: SDLC, Agile/Scrum, Scaled Agile (SAFe), hybrid delivery models; Certified Scrum Master (CSM)

Stakeholder management: cross-functional requirements sessions, competing-priority negotiation, translating technical concepts for business audiences, distributed/offshore team coordination

Documentation & enablement: user stories, use cases, runbooks, training materials, process documentation, Confluence source-of-truth ownership

PROFESSIONAL EXPERIENCE

Engineering Operations Lead | Jira & Confluence Administrator

Blackthorn.io · Remote · April 2022 – Present

- Serve as primary liaison between engineering, QA, product, and business stakeholders, running intake and clarifying requirements for configuration, access, and process requests under deadline pressure.
- Lead cross-functional coordination of change and release timing across engineering, QA, and offshore partners spanning multiple time zones.
- Own the organization's Confluence source of truth, authoring runbooks and process documentation so system setup and decisions don't depend on any one person.
- Design workflow and automation rules that replaced recurring status meetings with real-time, self-serve visibility; track scope, risk, and dependencies across simultaneous release workstreams for leadership reporting.

QA Lead / QA Engineer

Blackthorn.io · Remote · July 2020 – April 2022

- Served as final validation authority for production readiness across multiple integration environments, running functional verification in sandbox environments as the gate between development and release.
- Built and maintained defect triage, test documentation, and issue-tracking conventions; managed offshore QA workflows across time zones using a follow-the-sun coordination model.

Salesforce Application Development, Sr. Analyst

Accenture · Nashville, TN · April 2019 – July 2020

- Supported a SAFe-based delivery team on a USDA modernization initiative, translating legislative and business requirements into technical acceptance criteria and structured test scenarios.
- Managed code migration through CI/CD pipelines and environment configuration within a Scaled Agile (SAFe) framework supporting large-scale enterprise delivery.
- Coordinated timelines and competing priorities across cross-functional stakeholder groups.

Business Systems Analyst | Salesforce Support

Bridgestone · Nashville, TN · 2014 – 2018

- Acted as technical project lead for a CRM data migration into a centralized Salesforce org during a corporate acquisition, coordinating across multiple teams and locations.
- Automated manual reporting workflows with Alteryx and Tableau, delivering real-time KPI dashboards for Consumer Tire Sales leadership.
- Authored training materials and standardized process documentation; served as the internal resource for system procedures and technical product knowledge.

SAP Solution Analyst / Supply Chain Operations

PepsiCo – Frito-Lay · Nashville, TN & Plano, TX · 2004 – 2014

- Served as UAT lead, validating complex business scenarios against system logic and driving resolution of critical defects prior to launch.
- Led technical end-user rollout groups during a nationwide SAP 7.0 deployment across 300+ locations, managing timelines, training coordination, and stakeholder communication at scale.

EDUCATION & CERTIFICATIONS

Certifications: Scrum Alliance Certified Scrum Master (CSM) · Salesforce Certified Administrator · Salesforce App Builder · Salesforce Business Analyst

Technical training: Full Stack Software Development, Nashville Software School (2019) · Atlassian University coursework

Education: B.S. Recording Industry, Middle Tennessee State University (Cum Laude)