TOMAS HERRERA

TECHNICAL BUSINESS ANALYST

CONTACT

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Austin, TX

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SKILLS

- SQL
- Python
- Jira
- Confluence
- Agile
- Data Analysis
- Business Analysis
- Visio
- Stakeholder Management
- Excel

EDUCATION

Bachelor of Business Administration

12/2020

The University of Texas at Austin

Austin, TX

Management Information Systems

CERTIFICATES

Certification of Capability in Business Analysis (CCBA)

06/2023

International Institute of Business Analysis (IIBA)

SUMMARY

Technical business analyst with over 5 years on payments and health software products, writing requirements developers can build from without a second meeting. Uses SQL and Python for data analysis, documents API contracts in Confluence, and runs Jira backlogs for Agile teams of 6 to 10 engineers.

EXPERIENCE

Technical Business Analyst 01/2023 - Present

Hill Country Payments Austin, TX

Payment processor handling $14 billion a year for 30,000 small merchants.

- Specify REST API requirements, payloads and error codes in Confluence for a merchant onboarding service used by 4 partner banks.
- Query transaction data in SQL and Python to size edge cases, catching a currency rounding defect affecting 2% of refunds.
- Run backlog refinement in Jira for 2 Agile squads, cutting stories carried between sprints from **30% to 9%**.
- Translate card network chargeback rules into technical acceptance criteria for 9 releases.

Business Analyst 03/2021 - 12/2022

Bluebonnet Health Software Round Rock, TX

Developer of scheduling and billing software for 400 outpatient clinics.

- Documented HL7 interface mappings between the billing module and 3 clearinghouses, cutting claim rejects by **18%**.
- Drafted Visio sequence and data flow diagrams for the patient portal rebuild used by 1.2 million patients.
- Wrote SQL test queries to verify 250 report fields after a database migration.
- Facilitated weekly reviews with clinic administrators and product owners to rank 120 enhancement requests.