

Dalton Hooper

CBAP®, CSM

Deltona, FL

Portfolio: DaltonHooper.com

(386) 801-1880

Dalton@WordsAndWit.com

A certified professional, specializing in business analysis and documentation

Skills and Experience Summary

- MS-Office®
- MS-Visio®
- MS-VBA (Macros)
- MS-Sharepoint®
- MS-Publisher®
- Adobe Photoshop®
- Jira®
- Confluence®
- Html / CSS
- Snagit / Greenshot
- Coding
- Global Teams
- Technical Writing / Documentation
- Business Analysis / Requirements
- Agile / Legacy SDLC
- Scrum / Kanban
- Epics / User Stories / Use Cases
- Data Analysis / Metrics / KPIs
- Process Mapping / Flowcharts
- Wireframes / Mockups
- Presentation Skills / Training
- Meeting Facilitation
- Leadership / Management
- Interpersonal Skills

Work History

White Cap, Orlando, FL

Sep 2021 – May 2023

Business Systems Analyst (Cross-functional global team)

- Provided business systems analysis and documentation in support of the successful enterprise-wide migration of data and functionality necessitated by the divestiture of White Cap® from HDSupply® (former owner)
- Provided ongoing systems analysis and support to IT management utilizing Jira® and ServiceNow®
- Developed and regularly presented business systems data analysis of Key Performance Indicators (KPIs) to executive leadership (failure rate trending, root cause analysis, cost/benefit analysis, annual rate of return, cost avoidance)
- Designed and developed technical documentation, including (but not limited to):
 - System runbooks
 - Standard operating procedures (SOPs)
 - Administrator guides
 - Systems architecture diagrams
 - Process maps

Self-employed, Deltona, FL

Dec 2020 – Aug 2021

Writer

- During the Covid-induced tight job market, I resumed authoring a book of tips and techniques designed to improve meeting facilitation skills (working title: "We've Got to Stop Meeting Like This!")

Volusia County Clerk of Court, DeLand, FL

Oct 2017 – Nov 2020

Sr Business Analyst (3-yr. contract)

- Successfully functioned as the primary liaison between the technical and non-technical teams
- Co-authored new processes, reducing the average issue resolution time from 14 to 1½ days
- Facilitated the daily Agile stand-ups with the development team, identifying and guiding the resolution of impediments
- Performed Tier II triage on all incoming IT Dev Jira® tickets, providing clarity and priority level to the assigned engineer
- Created and successfully delivered numerous training sessions across the entire enterprise on leadership, customer service, and other soft skills

Houghton Mifflin Harcourt Publishers, Orlando, FL

Oct 2011 – Apr 2017

Senior Business Analyst (Cross-functional global team)

- Gathered and documented both technical and non-technical requirements for K-12 cloud-based educational applications
- Developed and published an in-house documentation style guide successfully used and relied-upon by IT documenters

Florida Virtual School, Orlando, FL
Senior Technical Writer (6-mo. contract)

Mar 2011 – Sep 2011

- Documented existing processes and procedures
- Interviewed and gathered data from subject matter experts (SMEs) to ensure clarity, accuracy, and completeness

Words and Wit, LLC, Orlando, FL
Writer / Speaker / Trainer (owner)

Jan 2007 – Dec 2010

- Developed and delivered numerous keynote presentations, training classes, and workshops on various soft skills, including (but not limited to):
 - Leadership
 - Meeting facilitation
 - Career enhancement
 - Public speaking
- Authored the book, "[Why Is A Microphone Like A Breath Mint? and Nine Other Riddles to Make You A Better Public Speaker](#)" (©2008 by Words and Wit, LLC, paperback, ISBN 978-0-6151-8892-8)

The Walt Disney Company, Orlando, FL
Manager, IT Documentation

Oct 2001 – Jul 2007

- Recruited, built, and directed the team of technical writers that created/revised all Walt Disney World (WDW) Resorts & Attractions, Imagineering, and Disney Cruise Line documentation for IT.
- Conceived, documented, and successfully submitted a business case to management **resulting in an immediate savings of \$70,000 annually**
- Conceived, developed, and maintained a department-wide project portfolio dashboard used by WDW-IT project managers and executives in the execution of project change management, release management, and risk mitigation
- Served as an active member of the WDW-IT Metrics Council, helping to streamline IT processes and mitigate risk
- Gathered, compiled, and delivered regular enterprise level root-cause analysis to WDW-IT executives (CIO and staff)
- Designed and implemented automated programs that streamlined existing processes, **resulting in a 50–75% reduction in labor** for these programs

Education

- Studied at Cumberland College, Williamsburg, Ky.
- Studied at Brookdale Community College, Lincroft, NJ.
- 20+ years of relevant experience in lieu of degree

Certifications / Professional Affiliations

International Institute of Business Analysis

- Certified Business Analysis Professional (CBAP) – certified 05/2013

Scrum Alliance

- Certified Scrum Master (CSM) – certified 03/2016

Society for Technical Communication

- Past President, Florida Chapter
- Two-time Past Vice President, Florida Chapter