

ROBERT SMITH

IT Business Analyst III

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

International experience and exposure to diverse technologies, cultures, and business operations underscores Service. A service- and client-focused professional, with proven team leadership strengths.

CORE COMPETENCIES

Microsoft Excel, Microsoft Powerpoint, Microsoft Word, Project Management, Business Analysis, Systems Integration, Process Improvement, Data Analysis, Data Mining, Process Development, Sap, Business Objects, Visual Studio, Microsoft Dynamics AX

PROFESSIONAL EXPERIENCE

IT Business Analyst III

Assurant Health - 2006 – Present

Key Deliverables:

- Work with business training areas to communicate changes to existing workflows.
- Design test plans and conduct unit/acceptance testing for large scale projects.
- Manage development and execution of test plans and defect tracking for large scale projects.
- Determine testing requirements and act as testing manager on medium to large scale projects.
- Manage activities and projects of medium scale and moderate risk/complexity with direction from bsi management.
- Develop plans for project tasks, including scheduling and coordinating activities of other team members to produce deliverables.
- Communicate with appropriate parties to successfully influence project scope, design, and outcomes and to successfully complete assignments.

Customer Service Rep & Supervisor

Assurant Health - 2001 – 2006

Key Deliverables:

- Committed to the assistance and support of others while maintaining a cheerful and helpful attitude.
- Built a rapport with customers and proposed different products and services based on their account history to help minimize their monthly bill.
- Answered inbound sales calls and assisted customers with catalog purchases.
- Trained both new and existing personnel in company customer service protocol.
- Handled large call volume while maintaining accuracy, efficiency, and a positive friendly attitude.
- This is Dummy Description data, Replace with job description relevant to your current role. In case if you dont need it you can delete it.

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EDUCATION

- Diploma in Skills/Technology Background - 1991(Juneau Business High School)