Jessica Claire

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SUMMARY

Accomplished Senior Business Systems Analyst with over 10 years of business process, project management, and technology experience for fortune 500 companies.

Recognized success in driving projects of the highest level of complexity, critical business value, and corporate visibility.

HIGHLIGHTS

- International Institute Business Analysis (IIBA) Certification - August 2011
- MCDST Certification - Microsoft Certified Desktop Support Technician - August 2007
- Lean Six Sigma Certification - May 2013
- Demonstrated skills in business and systems analysis, project management, process analysis and improvement, data analysis and mining, inventory control, and quality assurance

EXPERIENCE

CONSULTANT
05/2013 to CURRENT

Urban Science | Franklin, TN

- Trained internal personnel in process awareness, execution, and documented mission critical processes
- Analyzed business process workflows and identified improvement opportunities
- Identified control gaps, determined root causes, and ensured appropriate controls were enhanced and / or implemented
- Installed and secured Cisco and Netgear routers and triaged internet connectivity issues with POS systems

SENIOR BUSINESS SYSTEM ANALYST
09/2011 to 04/2013

Publicis Groupe Sa | Arlington, VA

- Served as a change case management liaison between Cardinal Health's medical products and pharmaceutical distribution stakeholders and its enterprise IT groups
- Provided SME guidance and support to business and functional users on existing and prospective SAP-related business processes
- Provided business process analysis and recommended workflow design solutions and informed work teams on process improvement and re-engineering strategies
- Updated and maintained documentation on process improvements and process performance
- Researched SAP CRM 3.0, CRM7.0 and ECC6.0 system issues and documented opportunities for improvement
- Gathered business requirements from business partners for SAP CRM system enhancement and business continuity purposes
- Documented UAT Plan for large project and worked with UAT Team to ensure all acceptance criteria for the requirements were included in the UAT task plan
- Tracked and reported all system and user acceptance test errors for management and developers
- Uploaded and maintained documents in SharePoint for knowledge base and training purposes
- Managed SAP CRM6.0 skill group, escalation rule changes, service profiles, BP profile and categorization schema changes for maintenance and enhancement
- Analyzed business data and applied analytical tools to interpret data Created reports using Business Objects functionalities, including like multiple data providers, prompts, and slice and dice
- Ensured testing activities enabled applications to meet business requirements and systems goals
- Lead discussions between the development and business teams to capture business requirements, stories, use cases, business flows and acceptance criteria

SENIOR LEAD CONSULTANT / MANAGER
01/2011 to 09/2011

Homedics, Inc. | El Segundo, CA

- Provided MS Office 2010 & Windows 7 deployment consulting support to package installation and support application patch updates via SMS and other enterprise deployment tools
- Managed team responsible for analysis, definition, specification, development, testing, documentation, and installation of new and existing applications
- Led and maximized e-commerce sales that achieved goals and customer satisfaction levels
- Analyzed and monitored sales and revenue generation through website traffic
- Ensured successful launch, implementation and operations of website
- Provided packaging and scripting applications via distributed to desktops and laptops across large, distributed enterprise environment
- Provided Tier II / III support of escalated issues, troubleshooting, and documented failed deployments Worked with cross functional teams both internally to IT and with business end-users

IT TECHNICIAN / BUSINESS ANALYST
07/2010 to 11/2010

Avenues | New York, NY

- Facilitated and conducted (JAD) Joint Application Design Sessions to determine business requirements by bringing stakeholders and IT Team on a common platform
- Provided detailed mapping of current and future state process workflows
- Created reports using SQL Server reporting services
- Identified and prioritized process and system improvements designed to reduce costs and increase productivity
- Coordinated with researched detailed definition of mathematical models for Demand forecast and Optimization models
- Replaced current backup/recovery system with an enterprise solution to provide more reliable data for backup/recovery solution to meet enterprise SLA requirements
- Documented use-case scenarios and what-if scenarios for mark down process
- Worked with Quality Assurance Team to create and execute Unit, System, and User Acceptance Plan and test case scenarios

IS APPLICATION SUPPORT / BUSINESS ANALYST
03/2010 to 06/2010

Vf Corporation | Cabazon, CA

- Analyzed current state process for Promotion Item Forecasting and identified opportunities for improvement
- Organized information system policies and procedures to meet audit requirements
- Prepared statistical sections of protocols, statistical analysis plans, and programming specifications for all phases of study design
- Developed Managed Care financial goals specific to each hospital's unique services, costs and market demographics
- Developed and maintained professional and business relationships with medical staff, Chambers of Commerce, local employer groups Leveraged Data Stage Tools, including Infosphere DataStage Designer and Infosphere DataStage Director for developing jobs and to view log files for execution errors Implementation and knowledge of HIPAA code sets, ICD-9 and ICD-10 coding
- Defined ICD-9 to ICD-10 mapping process using GEMs (General Equivalency Mapping) crosswalk file Interacted with surgeons, doctors and nurses regarding equipment or app crashes in OR
- Collaborated with regulatory, clinical, quality assurance, bio-analytical, programmers and data managers in monitoring on-going clinical trials, included database locks and un-blinding
- Collaborated with business units to assess impact of business requirements and to reach consensus on alternative solutions when necessary to maintain consistent and flexible architecture
- Organized and participated in Scrum meetings with team members

PROJECT MANAGER / BUSINESS ANALYST
02/2008 to 05/2009

Cardinal Health | City, STATE

- Served in project manager role to ensure key responsibilities were carried out in accordance with defined expectations
- Ensured project deliverables met defined expectations and were completed within the baseline of time scales and budget
- Certified Safety, Health & Environmental standards were achieved and all required statutory and regulatory conditions were met
- Provided regular and timely reporting of project progress to the sponsors and stakeholders
- Proactively managed project issues and risks, mitigating as necessary
- Managed changes to the project without unduly affecting the stated objectives and benefits
- Established Scrum project management process and assisted team meet sprint and story goals.
- Served in business analyst role to identify opportunities for system enhancements to assist in planning and implementation
- Facilitated relationships with third party vendors, carriers, and affiliates to meet and improve he SLA time-lines of licensing process
- Partnered with procurement team to identify assets and the risks to those assets (risk assessment)
- Liaison to ensure contract requests moved through process in timely manner
- Monitored batch processing and made corrective actions as required
- Reviewed business requirements, system functional requirements, and developed systems specifications
- Assisted customers in establishing methods to trade files from partner using Cyclone SFTP or AS2 and performed testing after every installation
- Triaged customer issues regarding FTP, trading files, or connection error issues, including EDI Transaction Sets

BUSINESS ANALYST / PROJECT MANAGER
01/2006 to 01/2008

Washington Mutual | City, STATE

- Established and managed demand management program for technology organization that improved the optimization and use of IT resources
- Provided SME guidance on compliance issues during requirements and testing phases
- Established enterprise-wide governance structure for technology demand management program that enabled effective decision-making and management of IT through all stages of planning, delivery, and operations
- Responsible for running data profiling reports and developing reports using SQL and DataStage
- Worked on all phases of data warehouse development and Product Lifecycle Management, including gathering requirements to testing, implementation, and support
- Collaborated with management on changing requirements and business processes in order to disseminate data to more than four different development teams (both internal & external) and identified potential risks on an on-going basis
- Led feed-back sessions with stakeholders to solidify business requirements and gain management approval prior to design phase of project

BUSINESS ANALYST
10/2004 to 11/2005

Option One Mortgage Corporation | City, STATE

- Provided underwriting experience to interpret the requirements from the business and user community in order to accurately develop OOMC's first automated production underwriting (AUDS) engine
- Worked closely with project sponsor to build over 500 test cases to facilitate vendor proof of concept (ILOG/France) prior to vendor selection and contractual engagement
- Selected to work hand-in-hand with pricing manager while documenting the Enterprise Pricing Requirements and creating the AUDS message table
- Ensured testing activities enabled applications to meet business requirements and systems goals and participated in user acceptance testing prior to Go Live date

WAREHOUSE DOCK SPECIALIST / TRAINER
2000 to 2004

Old Dominion Freight Line Logistics | City, STATE

- Unloaded and loaded trailers with freight and ensured all necessary paperwork was attached to each shipment of freight
- Dispatched loaded freight trucks out to yard or for delivery
- Trained new dock workers on proper handling of freight and forklift driving
- Ensured OSHA regulations was enforced on a continuous basis

EDUCATION

Bachelor of Science | Network and Communication Management   *2005*

DeVry University, Dallas, TX

SKILLS

Demonstrated, Hands-On Experience in: Lean/Agile, SDLC, Waterfall, Agile, ITIL, GAP Analysis, UAT, Business Requirements, Process Improvement, Process Mapping, Demand Management, Resource Management, and Project Management Lifecycle.