

# Robert Smith

## Associate Business Consultant II

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### SUMMARY

Senior Business Consultant with more than 9 years of collaborating with IT and Business teams supporting and developing procedural documents such as Business Requirement Document (BRD)s, Processes flows, Run Books, test scripts, design flows, Functional System Documents (FSDs), and application requirements. Ability to effectively analyze complicated/detailed data and create clear concise reports for senior management to assist in developing business direction.

### SKILLS

Content Management, Enterprise Search, Project Management, Sales Engineer, Business Analyst, Data Analytics, Entity Recognition, Taxonomies, SQL, Html, JavaScript, CSS, XPath, and RegEx.

### WORK EXPERIENCE

#### Associate Business Consultant II

ABC Corporation - January 2015 - December 2015

- Collaborated with a team to meet new regulatory requirements concerning data integrity defects enterprise-wide.
- Created the business requirement document as well as assisted in identifying application development needs.
- Utilized the Jira tool to outline the project including functional needs, issue tracking, test scripts, and results.
- Interfaced between the business and technology team to develop and clarify the requirements, identify concerns of both business and the technology vendors that were engaged.
- Wrote and conducted test scripts, validation as well as the creation of training documents and processes for the intended users.
- Managed sales pipeline, client and account information through Salesforce.
- Employ various methods and tools, document, manage and communicate risks, issues, and business decisions.

#### Business Management Analyst

ABC Corporation - January 2006 - December 2014

- Identify and develop requirements to facilitate application enhancement and demand management needs for production.
- Developed customer impact data models to accurately measure impacts resulting from production outages.
- Provided procedures and training to peers to effectively use the models.
- Provided analytics and data modeling surrounding ATM and debit card systems for the organization to include the creation of daily/ weekly/monthly/yearly reporting as well as continually incoming ad-hoc requests from IT and business partners to effectively present outcome to senior executives.
- Projects managed include changes/support within the ATM debit transaction environment, mainframe enhancements, management of the transition of the electronic banking universe and all related landing tables to a Teradata data warehouse.
- Research and decision customer escalations providing a clear path to resolution.
- Assist with the development of customer communications regarding debit card or direct deposit account incidents/changes including extensive auditing for Durbin related initiatives.