Business Analyst Lead

ROBERT SMITH

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Objective

Customer focused administrating assistant successful in multi-tasking and streamlining processes. Quality-oriented and proactive in resolving issues with exceptional organizational and communication skills. Change of careers to focus on a work-life balance.

Skills

Microsoft Excel, Management, Leadership.

Work Experience

Business Analyst Lead

ABC Corporation - August 2008 – December 2009

- Responsible for overall success of user acceptance testing, including results verification and release.
- Interpreted business needs and issues by gathering, analyzing, documenting and validating the Business area’s user and technical (functional/non-functional) requirements.
- Used Ecommerce Requirements Specifications Methodology (ERS) for documentation of requirements as Business Requirement Document (BRD).
- Conducted meetings with business to give walkthrough of final Business Requirement Document (BRD) to get their concurrence and approval.
- Tracked and resolved systems issues and prioritized and managed new work requests.
- Developed solutions and workarounds that solve low complexity technical and/or business issues.
- Used project management techniques to establish roles and responsibilities, monitor project and request status and workload, and ensure deliverables of high quality, effectiveness and timeliness.

Business Analyst Lead

Delta Corporation - 2005 – 2008

- Responsible for problem solving and resolving Analysts day to day activities.
- Ensured regular communication between vendors and company occurred.
- Developed new reporting methods for use in various analysis.
- Managed a multi-functional team of 10 market researchers and content developers to create.
- Pioneered dematerialization and electronic trading framework for the Capital Markets.
- Defined business framework, rules and system .
- Managed the Information Technology Program Management (ITPM) Program for Department of Homeland Security (DHS).

Education

B.A. In International Studies - (University Of Washington - Seattle, WA)