

# Robert Smith

## Senior Business Analyst (Contract)

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### SUMMARY

Senior Business Analyst with extensive experience managing highly complex projects across multiple business units. A key change agent and proficient in POS Systems, Salesforce, Sharepoint and SQL. Collaborate well within all organizational levels to ensure that information is distributed accurately and timely for bottom-line executive decisions. To utilize my years of experience in project planning, cost analysis, hardware/software consulting, software design, development, testing, supervising personnel, and support to assist all levels of management in completing their list of projects and strategies in a timely and professional matter.

### SKILLS

Microsoft Office, RPG ILE, RPG FREE FORMAT, CLP, Leadership, Project Management, Personnel Management, Trainer, Microsoft Visual Studio

### WORK EXPERIENCE

#### Senior Business Analyst (Contract)

ABC Corporation - November 2009 – November 2009

- Responsible for disaster recovery documentation, testing, and implementation in event of system disaster.
- Worked with upper/middle management on hardware and application software enhancements for future business growth.
- Assisted in training all levels of users including management, production, warehousing, shipping, and receiving.
- Responsible for heavy usage of SQL to retrieve data (using inner and outer joins) for analysis, reports, table maintenance, updates, record removal, inquiries, etc.
- Responsible for the document creation and maintenance for project scope specifications (management approval, programmer specifications, user utilization and training, etc. )
- Reviewed and edited requirements/specifications relating to business processes and recommend workable solutions.
- Ensured projects are identified, tracked, reported and resolved in a timely/professional matter.

#### Senior Business Analyst / SME

ABC Corporation - February 1994 – November 2009

- Ensured customer expectations are met through timely and accurate project quotations and confirmation of order information.
- Prepared and analyzed weekly reports to monitor the following projects quoted, purchase orders received, purchase orders shipped, and status of all major projects and Company initiatives.
- Analyzed and reported sales for key accounts. Maintained a data base of up-to-date information on key accounts.
- Compiled the Company's sales pipeline based on quote volume and team member forecasts.
- Maintained current knowledge of all company products.
- Supported the development and execution of marketing campaigns.
- This is Dummy Description data, Replace with job description relevant to your current role.

### EDUCATION

A.A.S. in Associate Applied Science - 1990 (ROWAN TECHNICAL COLLEGE - Salisbury, NC) Bachelor Of Applied Arts in Administration - September 2005 (Central Michigan University - Mount Pleasant, MI)