ROBERT SMITH

Business Analyst Lead/Manager

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SUMMARY

Seasoned Business Systems Analyst with extensive experience in the field of Information Systems. Retail, Telecom and E-commerce domain knowledge, Experience with and understanding of the eCommerce web platform & packages. Also, acquired solid business knowledge of eCommerce technologies and marketing.

SKILLS

Project Management, Microsoft Project, Visio, Sharepoint, Excel.

WORK EXPERIENCE

Business Analyst Lead/Manager
ABC Corporation - July 2012 – May 2013

- Barclaycard US provides credit card services to more than 60 of its partners worldwide.
- In a quest to provide the best services, Barclays lends support on customer service, bill payment, online banking and mobile banking to name a few.
- The marketing vertical is responsible for shrewdly marketing various new products and also marketing products to keep its customers beneficial and happy.
- As a Business Analyst work very closely with the marketing group to gather and document requirements around product trades and upgrades.
- One of the largest projects I am a part of is retention tool, which governs how a customer is to be treated while being able to retain the customers account with Barclaycard.
- Was fundamentally responsible for documenting eligibility criteria and the business process of the tool.
- Job Responsibilities Worked with the partner specific Digital Marketing teams to create the UI Design for the web-based apply channels.

Business Analyst Lead
Delta Corporation - 2007 – 2012

- Led a team of 4-5 business analysts on a transformation project to move legacy data from mainframe to Oracle and associated business process re-.
- Managed the team effort on gathering requirements, analyzing business processes for improvement recommendations, creating technical supplemental .
- Assisted project manager with planning and day-to-day operations as needed.
- Acted as project manager when necessary, leading team meetings and being the project point of contact.
- Liaised between business users and developers to gather and document requirements for rewrites from old technologies, enhancements to existing .
- Develop existing programs by analyzing and identifying areas for modification Test all developed software and develop the test plan Generated test .

- Led User Acceptance Testing (UAT) sessions.

SCHOLASTICS

- MS in Electrical Engineering - (University of North Carolina at Charlotte - Charlotte, NC)