

# ROBERT SMITH

## jr. Business Analyst Lead

[info@qwikresume.com](mailto:info@qwikresume.com) | [LinkedIn Profile](#) | [Qwikresume.com](#)

Certified Product Owner/Senior Business System Analyst, 11 years' experience as a Business Systems Analyst along with Product Ownership and Scrum Mastering skills across various industry verticals such as Health Care, Pharmacy Benefits Management (PBM), Retail, Crop Insurance and Financial Services.

## EXPERIENCE

### jr. Business Analyst Lead

#### ABC Corporation - APRIL 2012 - JANUARY 2013

- Wellpoint - Health & Wellness Client requiring ongoing IT BA support for various client integration projects.
- Goldcrown - building a comprehensive configuration-driven web portal for Hallmark Goldcrown Store Users to place Business Customer Orders using web-services; portal contained online catalog, customization features, and other ordering options.
- Health Care Services Corporation/Blue Cross Blue Shields - Health and Wellness Client that decided to implement Hallmarks Incentive programs for business year 2013 requiring both configuration changes and new development.
- CRM Vendor Upgrade - worked with Enterprise Business architect in analyzing various Enterprise Customer Relationship Management tools on the market and selecting the best option to suit Hallmarks business (i.e.
- Microsoft Dynamix CRM).
- Unique Responsibilities Managed client relationships with WellPoint and facilitated regular scope discussions prior to each monthly release/sprint.
- Worked with Product Owner to analyze and refine core Product roadmaps, refine product vision frequently to align with business vision; analyze cross-functional impacts Analyzed impacts to current web-services and re-design/design web services where necessary; analyzed WSDLs and suggested changes as necessary; performed ad-hoc testing of web-services; determined QA estimates.

### Business Analyst Lead

#### Delta Corporation - 2010 - 2012

- A paper distributor with about 2.5 million+ annual sales revenue Analyzed variance on the sales performance against the sales target Managed the SAP .
- Managed requirements elicitation, create user stories and use cases for the implementation of a Supply chain tracking application aiding in .

- Save budgeted costs by translating the business processes into requirements and performing a robust gap analysis of the As-Is and To-Be flow.
- Recommended systematic and operational enhancements to Project Specialists for Custom application issues.
- The enhancements made from the recommendations reduced the number of incident tickets by 50%.
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## EDUCATION

- Bachelor of Science in Computer Science - (Michigan Tech University - Houghton, MI)

## SKILLS

Quality Assurance, SQL, Manual Testing, Automated Testing, Agile Development, Waterfall, Testing.