

ROBERT SMITH

Sr. Business Analyst Intern

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

3 years of experience working on Agile based projects. 2 years of experience as a Quality Assurance and Test Analyst 7 months of experience working as a Business Analyst Intern with experience in developing Use case Documents.

CORE COMPETENCIES

Javascript, Java, HTML 5, CSS3, Android, SQL, Project Management.

PROFESSIONAL EXPERIENCE

Sr. Business Analyst Intern

ABC Corporation - June 2014 – November 2014

Key Deliverables:

- Served as the point of contact to understand, elicit, and conduct analysis.
- Gathered Business Requirements by interviewing Stakeholders, Business Users and Subject matter experts.
- Conducted JAD sessions with Business Users, Stakeholders and Technical teams to get a clear understanding of requirements, and development solutions to meet customer needs.
- Documented and delivered work item artifacts as needed, such as; project plans, functional/technical requirements, work estimates, and test cases.
- Applied Unified Modeling Language to create Use Case Diagrams, Activity Diagram, Sequence Diagrams and Cross Functional Diagrams to explain Business Processes and workflows Prepared screen mockups and prototypes based on customer requirements, and presented them to various stakeholders.
- Analyzed Business Requirements to recommend solutions based on the existing system functionality, and potential new functionality.
- Served as Product Owner/Scrum Master to create Product Backlog, and conduct Sprint Planning, Daily Standup, Sprint Review, and Team Retrospective meetings for a series of Agile sprints.

Business Analyst Intern

ABC Corporation - 2013 – 2014

Key Deliverables:

- Kalamazoo Managed and delegated a team of Systems Analysts, Assigned resources to multiple tasks and managed several customer accounts.
- Worked on build upgrades and regression testing.
- Continually managed customer relationships.
- Used Project Management tools to monitor task progress based on the priority of task.
- Created software build release notes for each upgrade cycle.
- Provide customers with assistance and support regarding software issues, troubleshooting software related problems.

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- Worked with customer to provide consultation for improved workflow and efficiency..

EDUCATION

- Bachelor of Science in Information Systems - (University of Maryland - Baltimore, MD)