

Robert Smith

Business Systems Consultant

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SUMMARY

Over fifteen years of successful professional experience as a Business Systems Consultant, Project Coordinator, Project Analyst, Marketing Assistant, Change Manager, and Office Manager.

SKILLS

Business And Technical Writing, Graphics.

WORK EXPERIENCE

Business Systems Consultant

ABC Corporation - October 2003 - May 2015

- Managed reported issues, researching and analyzing them.
- wrote needed defects and tested and released accordingly.
- Collaborated with users regarding defects and enhancements for mapping.
- Assisted in developing and documenting Change and Released management processes.
- Provided support for activities related to data conversion and resolve any post implementation issues.
- Researched problems, analyzed project requests, maintained timelines and made recommendations.
- Acted as a technical and mapping resource during the implementation of electronic treasury management products.

Business Systems Consultant

Delta Corporation - 2001 - 2003

- Resolved high impact/ high dollar production issues.
- Partnered with key stakeholders, business partners, and technical teams to clearly understand business problems and define requirements driving the .
- Authored business analysis artifacts including business requirements, use cases, supplemental specifications, and UI design specifications leveraged .
- Developed false/positive databases for program via analyzing account transaction alerts.
- Supported Systems, User name and Password changes, and User maintenance.
- Ordered supplies, revised manuals, and created user guides for internal use.
- Supported IS Manager, project managers and teams with meeting project plans, special events, presentations, and expense tracking.

EDUCATION

B.A. in English - (University of Minnesota)