

ROBERT SMITH

Senior Business Consultant/Representative

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Over eight plus years of experience as Business Consultant and QA Test Lead Efficient using various Requirement Elicitation/gathering techniques like user interviews, workshops, email surveys.

MARCH 2015 - 2019

SENIOR BUSINESS CONSULTANT/REPRESENTATIVE - ONEAMERICA

- Led story mapping exercises with project sponsors to define backlog (scope) and priority.
- Led facilitation training for other business consultants and team members.
- Created user stories and held grooming sessions with development/testing teams and product owner/business owners.
- Led on-boarding of new members to the agile/scrum process.
- Worked directly with the Product Owner to create user stories and groom the product backlog.
- Managed product and sprint backlog in Jira while also maintaining the physical Kanban board.
- Led bi-weekly retrospectives to ensure the scrum team was identifying action items to improve efficiency.

2010 - 2015

SENIOR BUSINESS CONSULTANT - KAISER PERMANENTE

- Prepare and edit weekly HP BIO accomplishments publication seen KPIT-wide.
- Facilitate accurate IT billing information through support of HP BIOs RPM time reporting and project management system.
- Provide consulting on resource setups/changes, reporting to monitor data integrity, and guidance on RPM systems use.
- Maintain accurate monthly org charts for HP BIO, a 1400-person organization.
- Research vendor issues and make recommendations.
- Ensure payroll TIME system timesheets for HP BIO business management department are ready for management approval and all relevant documentation are provided by employees.
- Utilize Kaiser systems and tools in support of duties (CA Clarity RPM, Business Objects/Web Intelligence, TIME, KPIM, SharePoint, Excel 2013, Teamsite CMS)..

EDUCATION

B.S. in Computer Science - 1996(DePauw University)

SKILLS

Computer Skills, Microsoft Office Suite.