

Objective

A highly experienced Business Analyst with 30 years of experience as a Programmer/Technical Analyst and a Business Analyst in Financial Services with expertise in Fiserv's PEP+, Automated Clearing House.

Skills

Microsoft Office, SQL, Analytics.

Work Experience

SR Business Analyst II

ABC Corporation - May 2014 – February 2016

- Analyze periodic Fiserv PEP+ Service Pack releases to determine which elements are crucial to maintaining the First Citizens.
- Assisted with the upgrade of the VSAM PEP+ module to the DB2 PEP+ module.
- Perform Gap Analysis and Project Scopes for installation of PEP+ Service Pack releases and all related Change process documents and procedures.
- Create and execute test plans, test scripts, and test cases for Service Pack release and create all related test data, and NACHA files.
- Work with ACH Operations managers to develop any new processes, fixes, and Service Pack releases, and present test results for User approval.
- Develop and support front and back end ACH processes, inputs and outputs.
- Test and document new ACH customers onboarding.

Sr Business Analyst

Inovalon - 2009 – 2014

- Developed and maintained detailed product knowledge necessary to support the operational data and analysis needs of Inovalons PHV Operations unit and the Call Center Operations unit that supports it and several other products.
- Worked collaboratively in preparing daily, weekly and monthly reporting packages that include analysis of key business trends and actual versus plan variances, including comprehensive explanations of differences.
- Documented and diagramed process flows and determined key performance indicator metrics.
- Produced forecasting models to support management in decision-making.
- Collaborated with business owners on data analysis and modeling projects.
- Presents results of analysis, data models, and other projects to management, when requested, in a concise and professional manner.
- Engaged in requirements documentation to lead existing report enhancements and automation..

Education