Robert Smith

Lead Sr Business Analyst

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SUMMARY

As a highly experienced Business/Systems Analyst, utilize the appropriate methodologies to gather and analyze data. Through excellent communication and organization, provide process improvements.

SKILLS

MySQL, JIRA, Share point, RDBMS.

WORK EXPERIENCE

Lead Sr Business Analyst

State Of Arizona DOA - May 2006 – 2019

- HRIS function and support Working with agency customers to develop user stories and acceptance criteria for development requests.
- Develop test cases and test plans for new development and application/environment upgrades.
- Lead Analyst for Process Flow automation support, design, requirements gathering, and testing.
- Project Lead for implementation of Employee Time Entry application. Project Lead for the implementation of Performance Management.
- Project Support for implementation of Absence Management and FMLA module.
- Testing and enhancements for all HRIS applications and employee portals.
- Assisted with testing and design of Training Application.

Sr Business Analyst

ABC Corporation - 2001 – 2006

- Responsible for defect management on the ZOOM project; defined parameters for severity, added clarity to business impact, established regular reporting and initiated ongoing meetings with IT and PLSC training and quality managers.
- By raising awareness, drove resolution of 109 defects in 2009, entered 2010 with 4 low defects.
- Closed gaps in demand management by socializing and demonstrating ZOOM functionality to demand managers and asset owners across the Nationwide enterprise.
- Served as business gatekeeper for all incoming ZOOM demand items and created formal reporting to organize and communicate.
- Assisted release managers with owning various release outputs such as scope documents, ITSD and CSR release communications.
- Regularly organized UAT (User Acceptance Testing) activities provided daily triage reporting and assisted in release validation.
- Collected and organized items for the ZOOM enhancement list; this included identifying user impact, collecting feedback and reviewing items with center leadership as potential projects for funding..

EDUCATION

Graduate Degree in Information Systems - 2005(University of Phoenix - Phoenix, AZ)