

# Robert Smith

## *Sr Business Analyst/Representative*

### PERSONAL STATEMENT

Experienced senior business analyst for insurance claims and billing software implementations. Over the past 15 years in the IT healthcare industry, delivered business process analysis expertise and project management skills.

### WORK EXPERIENCE

#### ***Sr Business Analyst/Representative***

**Dell Services - June 2010 - 2019**

##### *Responsibilities:*

- Wrote multiple User Requirement Documents and Business Requirement Documents for enhancements to the existing production billing system.
- Led a client-based team for authorization implementation in the claim system.
- Resolved production-related issues insurance claims system including their EDI transactions.
- Provided business and technical consulting to the finance team for our clients claims implementation.
- Led all Model Office Finance team activities from training to testing as the subject matter expert.
- Provided training and created presentations on new finance functionality. Identified requirement gaps in current functionality.
- Created Requirement documents for further enhancement of finance functionality.

#### ***Sr Business Analyst***

**ABC Corporation - 2007 - 2010**

##### *Responsibilities:*

- Description The website is designed for end clients like Berkshire, Abotthouse and other foster care agencies can login, enter and manage their data for tracking foster children, shelters, billing etc.
- C# is used for programming, along with javascript, ASP, .Net and MS SQL Server as Database.
- Responsibilities Analyzed and prioritized user and business requirements, as system requirements, that were included while developing the software.
- Prepared High Level Logical Data Models and BRDs (Business Requirement Documents) supporting documents containing essential business elements, detailed definitions, & descriptions of the relationships, to analyze and document business data requirements.
- Facilitated JAD sessions to identify business rules and requirements and then documented them in an appropriate format for inter- and intra-departmental review, analyzed and wrote test scripts based on Functional Requirements Documents and implementation requirements. Involved in reviewing test plans and test cases and ensuring test cases reflect user needs.

### **CONTACT DETAILS**

1737 Marshville Road,  
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### **SKILLS**

Business analyst,  
Technical Skills.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

Reference - 1 (Company Name)  
Reference - 2 (Company Name)

- Also responsible for user acceptance testing (UAT) Prepared functional specification documents, provided traceability across the project life-cycle, tracking requirements status and managed any changes in user requirements with change requests and by keeping track of the requirements through traceability in Requisite Pro.
- Planned and defined system requirements to Use Cases and test plans Analyzed System specifications and performed, functional, Recovery, Performance, Integration, Regression and Usability testing Environment .NET, C#, ASP, Javascript, SQL Server Remote Assistance Desktop.

## Education

MBA in Information Resource Management - (NORTHEASTERN UNIVERSITY - Boston, MA)