

Robert Smith

Senior Application Analyst III

PERSONAL STATEMENT

ITIL Foundation Certified Application Analyst with in-depth business acumen in eliciting, analyzing, and documenting the requirements for business processes, policies, and information systems. Demonstrated leadership as a liaison amongst business stakeholders to scope and resolve business problems through requirements analysis and the implementation of solutions which facilitated mission success.

WORK EXPERIENCE

Senior Application Analyst III

Lockheed Martin - 2012 - 2020

Responsibilities:

- Administered a staff of 15+ professionals in a diverse and high-volume environment by overseeing/ managing daily activities to consistently meet project deadlines and exceed customer expectations.
- Coordinated EFT Migration Activities.
- Managed a project for all health plans, 3rd party vendors and state entities to migrate from one platform to another.
- Instituted daily tag up meetings to provide status to CMS.
- Ensured all issues were quickly escalated.
- Managed a project to have all states configured to provide Transformed Medicaid Statistical Information System (TMSIS) files transferred into CMS.
- Scheduled EFT Engineers to Modify Unix Shell and Perl scripts to perform file transfers.

Senior Application Analyst

Delta Corporation - 2008 - 2012

Responsibilities:

- Problem Management Review and Identify Problems from Incident Tickets.
- Develop key metrics measuring effectiveness of Problem Management.
- Participate in business communication process regarding new problems.
- Define problem management processes and procedures.
- Problem Analysis Reporting of Root Cause Analysis.
- Identification of Repeatable Issues and recommendation for correction.
- This is Dummy Description data, Replace with job description relevant to your current role.

Education

Information Technology - (University of Phoenix - Timonium, MD)

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
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SKILLS

Business Analyst, Project Management, System Analyst, Management, System Integration, Interfaces, HL7.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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