

# ROBERT SMITH

## Senior Business Analyst/Reporting Manager

**E-mail:** info@qwikresumc.com

**Phone:** (0123)-456-789

### SUMMARY

Senior Business Analyst/Reporting Manager with experience in requirement elicitation (User Stories, JAD sessions, Brainstorming, Interviews) improved product understanding and reduced development time. Commanding skills in developing Business Requirements (BRD), functional requirement specifications (FRS), Test planning proved valuable for clients. Expertise in analysis methods (UML Activity Diagramming, Use Cases, Data Flow, Entity-Relationship (ER) diagramming) streamlined business process. Knowledgeable in the analysis of project risks, issues and system capabilities for change management.

### SKILLS

Microsoft Office Suite (Word, Access, Excel, PowerPoint) Database SQL Server, Oracle 9i Modeling Tool Microsoft Visio, UML, IRise Programming Languages Java, J2EE, HTML, VB Script

### WORK EXPERIENCE

#### Senior Business Analyst/Reporting Manager

ABC Corporation - January 2013 – Present

- Implemented a SAAS based Oracle CRM on-demand call-center solution integrated with Avaya CTI plug-in for dynamic screen pop-ups for stored contacts and custom object imported to CRM.
- Obtained business requirements in the form of user stories from users and stakeholders using JAD sessions, brainstorming sessions, focus groups and personal interviews to get a better understanding of the clients business process.
- Performed GAP analysis of the existing system and presented the product strategy.
- Coordinated with CTI vendor in developing an integration strategy between Oracle CRM on-demand and computer telephony application.
- Worked with the data management team to design a java-based custom component to perform a periodic data import from the contact database to Oracle CRM on demand through web services.
- Created UML activity diagrams to depict business processes (as-is and to-be) and analyzed them for their efficiency and productivity.
- Authored business requirements Documents, System Requirement Specification (SRS), System Design Specifications (SDS).

#### Consultant - Senior Business Analyst

ABC Corporation - January 2012 – December 2012

- Implemented Oracle CRM on demand and oracle partner relationship management for internal and external users.
- Integrated Oracle CRM on demand to third party configurator, pricing and quoting applications.
- Implemented Single Sign-On (SSO) access to streamline the user authentications between multiple applications.

- Obtained business requirements from business users and stakeholders using JAD sessions, brainstorming sessions, focus groups and personal interviews on agile/ scrum methodology.
- Authored Business Requirement Document (BRD), Functional Requirement Document (FRD), GAP Analysis documentation, which included finding the gaps in the existing processes and recommending new processes.
- Recommended new/modified requirements as a result of Gap analysis to assist clients needs better.
- Interacted with external users (partners) to gather process requirements to develop new procedures and applications.

## SCHOLASTICS

- Master Certification in Project Management MPM in Project Management - 2011 (Villanova University - Villanova, PA) Bachelor Of Arts in Psychology - (University Of Louisville - Louisville, KY) M.ed.instructional Technology in Education - (University Of Louisville - Louisville, KY)