

# ROBERT SMITH

## Senior Business Analyst/Team Lead

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

### SUMMARY

A result-oriented Senior Business Analyst/Team Lead having experience and extensive knowledge across the project life cycle in Systems Development Life Cycle (SDLC) including Waterfall, Lean, Joint Application Development and an emphasis on Agile in the fields of Insurance, Banking, Healthcare, and Financial.

### CORE COMPETENCIES

Microsoft Office, Requirements Gathering, Gap Analysis, Project Management, Documentation, UAT, JIRA, Agile, Waterfall

### PROFESSIONAL EXPERIENCE

#### Senior Business Analyst/Team Lead

ABC Corporation - September 2015 – September 2016

##### Key Deliverables:

- Received IT tickets via heat software, determined if the issue was a current product defect or a maintenance request of past releases, escalated as needed.
- Assessed customers current capabilities and needs to identify potential cots (commercial off the shelf) products as solutions.
- Worked with technical teams to determine and justify a solution approach that maximizes customer value through improvements to workflow, production, efficiency and/or effectiveness
- Provided technical and non-technical assistance to the PMO (Project Management) to develop project documentation.
- Worked with the technical development team to ensure that requirements are effectively implemented.
- Worked with project/business stakeholders and/or users to facilitate user acceptance testing.
- Worked with customer contacts after solution delivery to understand ongoing needs and issues along with associated business drivers, and assist in triaging within OIT (Office of Technology) to engage resources to provide the appropriate response/resolution.

#### Senior Business Analyst/Project Coordinator

ABC Corporation - June 2015 – September 2015

##### Key Deliverables:

- Employed an iterative development methodology and lead the effort in defining features, user stories, and acceptance criteria.
- Managed user story (requirements), use cases, and artifact gathering processes to clearly communicate to the business and technical team members what is needed.
- Asked probing questions to fully understand user stories with the ability to provide feedback on possible implications of any and all requests.

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- Gathered future business requirements, document current business requirements and process flow, responsible for the review, analyze, and evaluate processes, systems, and user needs for planned projects based on the business plan of the enterprise.
- Responsible for the development of business cases, facilitation of analysis workshops, the selection of the most effective solution and the definition and management of User Acceptance Testing (UAT) to ensure enterprise operational and it deliverables meet the requirements of the enterprise.
- Assisted the IT staff in understanding the enterprises operational needs for both automated and manual solutions to business systems and procedures.
- This is Dummy Description data, Replace with job description relevant to your current role.

### EDUCATION

- Bachelors in Business Management And Administration - 2014 (University Of Kentucky, College Of Business And Economics) Bachelor Of Arts in Statistics - (Bloomsburg University - Bloomsburg, PA) Bachelor Of Science in Marketing - 2008 (Florida Gulf Coast University - Fort Myers, FL)