

# Robert Smith

## Business Analyst Internship

### PERSONAL STATEMENT

4 years of total experience in Risk management, Business and Data analysis. Proven expertise in leveraging QC tools, Documenting, decision making and requirements management. Strong team player with excellent interpersonal, analytical, oral and written communication skills.

### WORK EXPERIENCE

#### **Business Analyst Internship**

**ABC Corporation - August 2015 - June 2016**

##### *Responsibilities:*

- Business analyst with state government agency for an year taking ownership for multiple projects that dealt with Requirements Gathering, documenting, Testing and system designs.
- Assisted Project Managers to create Project Plan, time/budget constraints and analyzing requirements.
- Experienced in interacting with Stakeholders, User Clients and Developers while meeting the needs and goals of each parts respectively.
- Applied knowledge of SDLC with implementation of agile methodologies.
- Adept at creating forms using adobe Live cycle.
- Lead and participated on teams of internal and external stakeholders to analyze, document, and validate business requirements with system functionality.
- Developed test plans, approaches, test data requirements, test cases, expected and actual test results, validation strategies and problem tracking reports to ensure requirements are fully implemented.

#### **Business Analyst Intern**

**FirstEnergy- GLEI - 2010 - 2015**

##### *Responsibilities:*

- Started as a Market Research Intern.
- Leading a 3 people team to put together "Go-to-market" plan for the Product-Energy Information Dashboard (EIDA) at Great Lakes Energy Institute (GLEI).
- Conduct one to one interviews and analyzed the voice of customers to define the product features.
- Provide knowledge transfer sessions to developers & quality analysts, ensuring no communication gaps.
- Document functional requirement specification & use case documents, detailing the scope of development & testing.
- Recommended 3 new markets to enter by conducting market research & analysis on energy trading simulator.
- Created a 6-months project roadmap, budget plan and business proposals for commercial collaborations..

### **CONTACT DETAILS**

1737 Marshville Road,  
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[www.qwikresume.com](http://www.qwikresume.com)

### **SKILLS**

Microsoft Office.

### **LANGUAGES**

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

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

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

## Education

Master of Science in Management information systems - (University of Illinois - Springfield, IL)