

## BUSINESS DEVELOPMENT ANALYST

### Executive Profile

Business Analyst and Project Manager with specialization in IT Systems well versed in data mapping and user acceptance testing, as well as solving complex problems in high-pressure environments. Excels at cultivating, managing and leveraging client relationships.

### Skill Highlights

- Business systems analysis
- Project management
- Business process improvement
- Forecasting and planning
- Requirements gathering
- Scope and project definition
- Technology architecture analysis
- Integrated Reporting Information System (IRIS)
- Portfolio management
- Budgeting
- Cost-benefit analysis
- Functional requirements
- Requirement tracing
- User acceptance testing
- Fixed income modeling
- Wealth management
- Valuation specialist
- SAP
- Business requirements matrixes
- Talented public speaker
- Superb communication skills
- Advanced problem solving abilities
- Critical thinking

### Core Accomplishments

- Project Management Training Certification.
- Information System, Business Analyst, IT infrastructure, System Analysis and Development, Enterprise Model, Technology and Issues Training.
- Implemented strategic change management concept, business intelligence, and the executed of Epic, Diebold, Oracle, Infor system projects for large organizations.
- Demonstrated experience in system fault diagnosis, developing solutions and managing resolution.
- Professor of Criminal Justice, Law, and Paralegal.
- Exceptional communication skills feeding an ability to understand and interpret the operational needs of businesses at all levels.
- Keen attention to detail in the identification of potential glitches and threats to performance and security for new applications.
- Boosted customer service ratings by 33% by developing new processes and improving work flow.

### Professional Experience

#### Business Development Analyst

January 2006 to June 2016 Company Name - City , State

- Executive director of the expansion of current prospects database within specified business sectors to develop and improve a current or new infrastructure system.
- Developed organizational change management strategies.
- Documented process flows and developed requirements for functional improvements and enhancements..
- Conducted activity-based analysis of business processes and made recommendations based on the findings.
- Analyze "Big Data" and social media data.
- Develop a sales contact plan direct marketing, and attending industry events to build relationships with key prospects.
- Respond to incoming Requests for Information (RFIs), Requests for Proposals (RFPs), Customer Relationship Management (CRM), Supply Chain Management, (CSM) in a professional and creative manner.
- Understand a prospect's business needs and work with the expert teams to develop a tailored innovative system process.

- Designed cost-efficient staffing solutions for companies using Epic, Infor and Oracle resource management software.
- Lead colleagues in trade-doubler to identify common new business prospects and cross-sell integrated search and affiliate proposition.
- Represent trade-doubler at industry events, including round tables, speaking forums and new business events.
- Generate effective leads & exceed sales targets for the business.
- Work closely with marketing to identify appropriate go to market messaging for specific business sectors knowledge sharing, learning & development.

#### Business Enterprise Risk Manager

January 1998 to January 2005 Company Name - City , State

- Supervise underwriting and business-to-business enterprise risk management by ensuring that policies contribute to protecting the organization from potential risks.
- Director of 265 satellite offices within the state of Ohio and Kentucky and 8 auditors.
- Managed information associated to the organization's operations from internal sources, including finance, accounting, business development, marketing, sales, operations, and information technology, in order to contribute to the development of the organization's strategic plan.
- Worked and provided the local, state and federal crime authorities with evidence based information for client embezzlement and whit collar crime cases.
- Forecast the prediction of a cost-benefit analysis during the life cycle of the business and the impact to net worth/earnings for short-term, mid-term and long-term scopes.

#### Business Client Relationship Manager

January 1996 to January 1998 Company Name - City , State

- Developed business solutions and leadership for clients that productively develop and implement new improved business systems and processes both internally and externally.
- Formed a management plan for new client accounts and sales force.
- Achieved assigned sales and service objectives by contributing marketing, sales information and recommendations to strategic plans and reviews.
- Executed action plans; implementation of production, productivity, quality, and customer-service standards that will resolve problems.
- Initiated leadership, management, completion of projects.
- Delivered the appropriate application and disposition of business consulting.
- Managed client and prospect account selling, account management, and senior decision maker (C-level) relationship building as assigned within the market territory, including work to enhance and generate additional revenue with current client accounts and prospects.
- Committee member of internship recruitment, development and retention as assigned by Division Vice President to ensure senior level relationship building and a partnership to generate more revenue through client prospects, account development and lead generation.

#### Project Manager

January 1990 to January 1996 Company Name - City , State

- Formulated client service, operations, editorial and implementation teams to demonstrate trade-doubler expertise at new business sales pitch.
- Contribute to the learning environment by identifying areas where there is potential for learning and building knowledge with others.
- Adopted the performance management scheme by setting objectives, participating in performance reviews and building a personal development plan key relationships with other business development managers and business development executives.
- Managed marketing executive proposal writing, group marketing, client development and network team.

#### Education

Master of Science : Information Systems-Graduate Business Analytic Certificate , 2017

UNIVERSITY OF PHOENIX - City , State

Master of Science : Criminal Justice , 2003 TIFFIN UNIVERSITY - City , State

Specialization: Criminal Justice Administration

Bachelor of Science : Public Administration , 1997 MYERS UNIVERSITY - City , State  
Skills

Business Analysis, Account management, Accounting, Big Data, Business Administration, Business Consulting, Business Development, Business Solutions, Business Systems, Customer Relationship Management, Client Relations Development, Database, Direct Marketing, Finance, Information Technology, Law, Leadership, Director, Marketing, Market Evaluation, Messaging, Enterprise, Network, Organizational, Performance Reviews, performance management, policies, processes, Proposals, proposal Writing, Speaking, Professor, Quality, Recruitment, Relationship Building, Risk Management, Selling, Sales, Scheme, Strategic Plans, Supply Chain Management, Tables, Underwriting.