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OBJECTIVE

To obtain a position as a Senior Business Analyst with responsibility to lead projects, work collaboratively with Business Owners, Business Architecture, Vendors, Operation management and staff to provide analytical results, reduce waste, improve costly processes and solve business problems on time and on budget.

EDUCATION

Bachelors in Business/MIS-New Jersey Institute of Technology, NJ

Sept 2005- Dec 2009

Concentration: Managing Information Technology

MBA/ Project Management and Data Analytics – Western Governors University

Anticipated Grad Jan 2018

SKILL SET

- Use Case and workflow documentation
- 60 hours of Project Management Training
- Excellent presentation skills including oral and written communication skills in English
- Ability to analyze complex cross functional business processes and defines integrated requirements.
- Strong collaboration skills – working with all parts of an organization to ensure all
- Solid team attitude, able to work successfully as a team player
- Strong technical documentation skills especially with Word, Excel, and Visio.
- Proficient in computer applications using, Microsoft Office, proficient in Microsoft Excel, pivot table, vlookups, hlookup, SQL, Access Database, Microsoft SharePoint,
- Test Case Management Tools such as JIRA, TFS, HP ALM
- Business Intelligence Tools such as Tableau, Klipfolio, Excel, Business Objects

ACHIEVEMENTS

Automated Testing Repository

Problem: A disorganized and inefficient way of performing User accepted testing and regression testing

Action: Designed and built a repository to manage test cases, regression and post production testing

Result: Saved the company rework and time

Product Process Improvement (Electronic Appeal Process)

Problem: Bill processing application business logic processing bills inaccurately causing the company thousand of dollars a month

Action: Collaborated with contracting team, legal and IT to develop a new business logic to properly process electronic appeals

Result: Saved the company from appeals, litigations and lost revenue due to legal fees and lost savings

WORK EXPERIENCE

Delta Dental	Business Analyst	Dec 2017 – Present
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Descriptive Data Analytics Reporting

- Used advanced Microsoft Excel to create pivot tables, used VLOOKUPS and other Excel functions to develop market penetration reports.
- Introduced the adoption of Klipfolio dashboarding tool to organization.
- Used klipfolio tool to generate key KPI's for senior executives to measure enterprise ROI per program in portfolio.
- Work with key business managers to gather reporting requirements and prioritize reporting needs.

Business Analyst Task

- Enhanced business data visualization for monthly directors meeting.
- Introduced agile methodologies to existing software development lifecycle such as user stories and backlog.
- Lead the development of a new digital strategy to launch a full functional website for our members.
- Conduct stakeholder joint application design (JAD) interviews and facilitated meetings with project teams.

Horizon Blue Cross Blue Shield	Business Analyst II	Sept 2014 – Dec 2017
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Application Development

- Served as project lead on major companywide software development engagements that included managing vendor relationships, supervising junior staff and driving for results.
- Lead project teams, internal and external, to achieve project defined milestones and deliverables.
- Conducted stakeholder Joint Application Design (JAD) interviews and facilitated meetings with project teams.
- Translated business user concepts and ideas into comprehensive business requirements and design documents.
- Created project plans in accordance with project management framework standards and procedures. Identified ongoing issues and gaps within project plans, in order to eliminate implementation issues.
- Planned, facilitated and reported on quality assurance testing efforts.

- Responsible for creating and updating all documentation for the project, which required interacting with all concerned departments on a regular basis.
- Responsible for leading testing efforts (UAT), ensuring that issues are identified, tracked, reported on, and resolved in a timely manner.
- Prepared documentation, presentations, charts, tables, and diagrams; conduct reviews for scope, business justification, and requirements deliverables including use cases, prototypes, and business rules.
- Investigated service related issues to identify root cause of issues; identify and communicate business needs assessments as necessary.
- Gathered and managed Business/ Stakeholder/ functional requirements through the complete SDLC, using waterfall/Agile methodology.
- Performed testing, and as necessary, provided user documentation and user training both pre and post implementation.
- Performed application testing using test management software such as TFS and Jira to track bugs and application fixes.

Business Process Improvement

- Recommend solutions based on data analysis to increase business efficiency and/or improve existing processes.
- Participate in internal and external project workgroup(s) and presentations.
- Use Microsoft Visio or IBM Blue works to map current and future state of processes.
- Analyzes workflows, business processes and applications to enhance, automate and expedite process improvements.
- Write SQL queries (beginner level) to analysis and understand root cause of problem when needed.
- Acts as liaison for internal and external communications directly with departments as required.

Electronic Data Interface (EDI) Implementation

- Served as project lead on major EDI implementation that included managing vendor relationships, supervising junior staff collaborating with IT team and delivering project on time.
- Prepare materials for internal and external audit activities; review audit findings/reports for accuracy and completeness.
- Perform other relevant tasks as assigned by management.

General and Business Support

- Mentored less experienced staff, assist in on-boarding of new staff and/or distribute and follow-up on work assignments.
- Developed comprehensive, system-wide testing repository for testing various bills to ensure bill pricing engine applied appropriate price on bill.
- Conduct User Acceptance Testing (UAT) for projects, implementations, system fixes and enhancements, etc.
- Responsible for leading testing efforts, ensuring that issues are identified, tracked, reported on, and resolved in a timely manner.
- Configure, test, deploy, support and troubleshoot applications to meet business process requirements.
- Review test plans and scenarios to help ensure an accurate, effective product and validate output/solutions, identifying and documenting system deficiencies and recommending new methodology.
- Document and track the status of client inquiries, enhancement requests, change requests and review defects produced by QA testing to confirm severity and clarify issues based on priority and details of business requirements.

BCT Partners	Program Associate/Data Analyst	June 2012 – Aug 2014
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| <ul style="list-style-type: none"> • Took the initiative to start a data driven workshop to educate project managers about the importance of data in their projects. • Lead the quantitative web analytics effort tracking KPIs, analyzing web and multi-channel data, reporting findings. • Prepared detailed interpretations of analyses for project teams and managers. • Collaborated with senior leadership from other departments on cross functional projects. • Saved the company \$ 90,000 by bring clarity around miss-billed work times on 2 projects. • Worked on distilling large complex and unstructured data in to clear insightful information. • Design and developed a frame work for capturing site data to tell stories of impact and transformation. • Developed KPI's to help project managers better manage their projects. • Preparation of operational reports, and key financial metrics. • Assist in the development of process and systems to support and maintain the PMO. • Assist in developing and deploying systems to improve information management and reporting of the PMO. • Design, develop, and deploy tools to help automate business development activities, (CRM) system and workflows. • Review bid opportunities for strategic alignment to BCT goals, follow-up on administrative tasks, and coordinate activities between the business development/sales team and partners. |
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Hertz Corporation	Business Analyst	July 2011 – June 2012
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| <ul style="list-style-type: none"> • Prepared operational reports, and key financial metrics. • Reviewed spending reports, and make recommendations to reduce operational expenses. • Interacted with Finance Business Partners to track saving and efficiency opportunities. • Assisted Project Managers in developing business case templates. • Reviewed business initiatives to ensure they are delivering savings/revenue presented in their business cases. • Investigated service related issues to identify root cause of issues; identify and communicate business needs assessments as necessary. • Developed forecasting tools using current technology/systems (Access, Excel, Monarch, etc.) • Translated business requirements and assist IT with the development of technical specifications. • Developed solutions based on data analysis to increase business efficiency. • Conducted User Acceptance Testing (UAT) for projects, implementations, system fixes and enhancements. |
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LEADERSHIP DEVELOPMENT

AWARDS

Winner of Dr. Randal Pinkett's Campus CEO Challenge