

# MICHAEL BISHOP

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## PROFILE

Experience professional with extensive experience as a Business Systems/Solutions Analyst participating in all SDLC phases; that performs object oriented analysis, design, test, and develops and manages a wide-range of artifacts for solutions including eCommerce products as a cross functional team member.

## CAREER SUMMARY

- Skilled Business Analyst in several industries including IS/IT, Financial, Banking, Retail Energy, Communications/Tele-Comm., Property & Casualty Insurance, HealthCare, Retail /Distribution, Unemployment Insurance, and Child Support Enforcement (ERP - Case Management solutions).
- Works on projects varying in size and scope/complexity as a member of System Integration team.
- Serves as liaison between business community and IT staff to ensure proper implementation of requirements; and communicate modifications of business requirements to business units.
- Elicits (Elaboration) requirements using several methods including walkthroughs, surveys, questionnaires, interviews, and wire-frames. Manages, and creates a range of artifacts including BRDs (business, functional and non-functional requirements).
- Experience with the BA methodology, and SDLC [thorough understanding of the SDLC phases: Requirements/Analysis (Discovery & Define), Design/Development, and Testing]. Develops Test Plans, Cases, Scenarios and Scripts.
- Experience with developing Process Models, and BPM tools including Unified Modeling Language (UML), Context, Sequence, ERD, State and Activity diagrams. Participates in architectural design sessions. Communicates effectively with business sponsors, developers and QA engineers.
- Experience in a wide-range of functions that includes eliciting requirements, business process improvement, and performing auto & manual testing, technical training, and technical writing.
- Experience working in both Agile and Waterfall environments, knowledgeable of the related principles including RAD, RUP processes, and UX tools and concepts. Facilitates/participates in JAD and JAR sessions, and the Test cycle (Unit, Integration, System, and UAT).
- Works collaboratively with the Solution Architect and Project Manager to help guide the teams to a solution that meets the requirements based on industry best practices. Experience with designing COTS based solutions.

## SKILLS PROFILE

### *Proficient with ...*

*Operating Systems:* Windows (Win 7, 8, and Vista). Microsoft Office Suite including, MS Project, Access, & Visio, Requisite Pro/Composer, Dreamweaver, HTML, XML, CSS, ERDs, UML, JavaScript, Axure, SharePoint, Agile Meth./Scrum, JAD, RAD, HP Quality Center/ALM, BPM (Rational Software), SQL, dB Modeling, and Process Mapping (IBM Process Designer)

### *Familiar with ...*

ASP.Net, EDI, Java, Visual Studio, VB, MS SQL, RDBMS concepts and techniques, Crystal Reports, J2EE, C#, VSS, Data Caretta, SOA, TOAD, Web Services, ClearQuest, Data Mining/Mapping, Object Orientation (OO), Clear Case, Modeler, Test Director HPST, Websphere, Data Warehousing, Microsoft TFS, (Team Foundation Server), Oracle dB, CRM, SAS, SaaS, and SAP solutions

## EXPERIENCE

NorthEast Utilities (NU)

02/2014 – Present

### **Senior Business Analyst (E-Richards Consulting LLC)**

- ♦ Elicited requirements (Business, & Functional) for a letter composition and delivery solution for the i-Doxx suite, as well as for NU's Customer Enhancement Portal which is migrating to a SaaS solution.
- ♦ Acted as a liaison between the business stakeholders and IT to insure the solution is designed and developed according to the requirements.

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- ◆ Provided current state and To-Be process workflows.
  - ◆ Develop requirements documentation and the testing strategy which includes System, and UAT

DentaQuest

10/2013 – 02/2014

**Senior Business Analyst**

- ◆ Gathered and finalized HIX (MA, FL, & VA) Business Requirements for the propriety system based on new requirements as mandated in the ACA
- ◆ Developed the Functional Requirements to support the HIX related requirements (Use Cases, and Workflows)
- ◆ Developed work-around solutions (process flows) for pending enhancements to propriety system

State of Mass – Department of Revenue

3/2013 – 10/2013

**Senior Business Analyst (Revenue Solutions Inc./Accenture Consulting)**

- ◆ Develop Process and Business Models, and Use Cases for sub-function group of the Child Support Enforcement (CSE) Enterprise case management solution
- ◆ Mapped CSE requirements using Requisite Pro, and performed JAD facilitation (gather, synthesize and prioritize requirements using interviews, document analysis, requirements workshops, and surveys) on the sub-function groups within the Case track
- ◆ Active involvement and participation in the Release Management meetings where high priority is determined the strategic to plan future Code Releases on the systems.
- ◆ Facilitate multiple work sessions with subject expert matters to gather information about new requirements or enhancements of the system, update documentation, review work flow between divisions, maintain list of issues, and provide updates on development issues.

InterPros Consulting, Inc

07/2012 – 3/2013

**Sr. Business Analyst (FM Global)**

- ◆ Finalized the Business Requirements for an upgrade (new module) to the AIM system
- ◆ Developed the Functional Requirements (Use Cases, Workflows, and Report specifications)
- ◆ Created the screen mockups for the AIM upgrade and the Data Dictionary

Florida DEO, Tallahassee, FL

01/2012 – 6/2012

**Sr. Business Analyst (CSG Consultant/Deloitte)**

- ◆ Developed System Requirement Documents (SRD) for enhancements to the Connect Benefits solution
- ◆ Developed UI Appeals & Adjudication subsystems Business Requirement Documents (BRD) which included Use Cases, Activity Diagrams, and Process Workflows
- ◆ Participated and led UI JAD sessions, as well as Use Case review sessions
- ◆ Designed Correspondence, Reports, & Interfaces to meet new application requirements
- ◆ Verified that modules function as outlined in the user requirements and established guidelines

Mass DUA, Boston, MA

05/2010 – 12/2011

**Sr. Business Analyst/Quality Assurance Analyst (CSG Consultant/Deloitte)**

- ◆ Developed System Requirement Documents (SRD) for enhancements to the UI Benefits case management solution
- ◆ Developed Use Cases for UI Appeals & Adjudication subsystems which included Activity Diagrams, and Workflows in Rational Modeler. Mapped requirements to design documents using Rational Rose
- ◆ Performed Unit, Integration, Regression, System, & UAT testing of several processes, along with rewriting test cases/scripts based on updates. Assisted in the implementation of the UAT strategy
- ◆ Identified and resolved design gaps in modules while testing
- ◆ Increased testing effectiveness by developing quality test scenarios and test scripts based on requirements, functional and technical designs, and test scenarios through detailed process knowledge
- ◆ Completed testing requirements on-time, by delivering day-to-day QA tasks under limited supervision
- ◆ Updated SAS internal state applications to meet new data requirements and reports

Staples, Inc; Framingham, MA

01/2010 – 04/2010

**Business Analyst (Sapphire Technologies Consultant)**

- ◆ Developed a System Requirement Documents (SRD), Use Cases, Data flows, and Process flows for an enhancement to an Enterprise-wide database service for a Web-based Order Management System (OMS) solution
- ◆ Elicited and managed business requirements, and project objectives via working sessions and meetings in collaboration with all stakeholders
- ◆ Communicated the requirements to the Development teams for the Order Management System (OMS)

AMICA INSURANCE; Lincoln, RI

8/2008 – 10/2009

**Business Analyst (TEK Systems Consultant)**

- ◆ Authored a range of Business Requirement Documents (BRDs) for enhancements to the Billing (eCommerce) solution, and its associated [P&C, Life, Annuities, & Quoting] modules
- ◆ Facilitated Agile sessions to prioritized requirements based on actual business goals
- ◆ Designed the proposed solutions (User Interface) by creating Use Cases (UML principles), Data models, Process/Workflows, Wire-frames/Screen mockups, and User Stories
- ◆ Elicited, developed, and managed business requirements, and project objectives via feedback sessions and meetings with stakeholders
- ◆ Communicated the requirements to the Development and Test teams, and reviewed Test Cases/Scripts
- ◆ Assisted the client architecture team in defining the Business Intelligence/Data Warehouse end-to-end architecture, and in defining tools, processes and technologies to be leveraged by data warehousing

INSURER'S WORLD; Canton, MA

8/2007 – 8/2008

**Business Analyst/Quality Assurance Analyst (Consultant)**

- ◆ Developed a Business Requirement Document (BRD); decompose high-level requirements into FRS for a P&C Claims web-based end-to-end solution with order, account, contact, and commission management modules
- ◆ Elicited, and translated complex business requirements from stakeholders to the development team using wire-frames and Use Cases
- ◆ Increased testing effectiveness by developing Test Plans, Cases, Scenarios and Scripts for System, and UAT. Facilitated/performed Unit, Integration, System, and Regression testing.
- ◆ Assisted in the evaluation of both the Microsoft and Salesforce CRM solutions that the company wanted to integrate into the existing infrastructure.

CITIZENS BANK; Cranston, RI

2/2007 – 8/2007

**Business Analyst (Cue Date Services - Consultant)**

- ◆ Authored both Functional Requirements Document, and System Requirements Document for ODS and Credit Card system enhancements which included business rules, and Use Cases for the new functions
- ◆ Developed the database documentation for the Over Draft Server (ODS) which included enhancements to support the Debit Card, and Data Mart projects. Act as a liaison between Over Draft Services and Client Services
- ◆ Assisted with the development of detailed data feed analysis; elicited from the stakeholders the business requirements, and decomposed those requirements into functional requirements
- ◆ Performed Gap analysis assessment between the vendor's server implementation and the ODS project requirements

GETS GS ACS; Canton, MA

10/2002 – 2/2007

**Sr. Technical Writer/Trainer/Manager**

- ◆ Developed/maintained System Maintenance/Administration (including API) level documentation for Train Control and Monitoring (TCM) enterprise ASP.NET application
- ◆ Coordinated and implemented system training programs including schedules for the customers
- ◆ Developed & implemented a documentation and training infrastructure/methodology
- ◆ Facilitated 50% of the Technical and non-Technical Training sessions/classes [Microsoft Office (Access, Excel, & Outlook), and IT & Communications Systems including the TCM enterprise solution] for customers domestically
- ◆ Developed/maintained End-User System level documentation for the suite of Communication (Telephone, Fiber Optic, CTS, UPS, CCTV, Radio, VMS/PA, Intrusion, and SCADA) Systems
- ◆ Developed & implemented a documentation and training infrastructure/methodology, as well as the curriculums for all new customer Training Programs
- ◆ Recruited, hired, trained, and managed a staff of six (Technical Writers, and Trainers)

BAYER DIAGNOSTICS, White Plains, NY

3/2002 – 10/2002

**Documentation Project Manager (Consultant)**

- ◆ Developed end-user documentation for a Chemistry Analyzer (blood, urine, and serum analyzer)
- ◆ Revised the strategy to provide technical documents in electronically to international customers
- ◆ Architect the development of a multiple HTML help systems which increased efficiency by 20%
- ◆ Created quantitative and statistical business models by using MS Excel data analysis program, solver function, and statistical functions

ARTISOFT Inc., Cambridge, MA

2/2000 – 9/2001

**Documentation Manager**

- ◆ Recruited, hired, trained, and managed a staff of six (Technical Writers and an Editor).
- ◆ Managed all technical documentation projects including each phase of the process to ensure the team met its project goals.
- ◆ Developed/maintained End-user, API, and Technical documentation for a Windows based software PBX application, and a suite of data conversion utilities.
- ◆ Created a strategy to single-sourced all Technical documentation using FrameMaker.

EXCELERGY, Lexington, MA

6/1997 – 2/2000

**Documentation Manager**

- ◆ Created a documentation production facility to produce documents on various output media; hardcopy (printed), Online (HTML, and Windows) Help, and Portable Document Format (PDF) formats using FrameMaker, and RoboHelp Office for an enterprise Billing application
- ◆ Developed Technical Product Documentation including Online Help Systems, and Training classes including the curriculum, and Training materials for Deregulated Energy Software applications
- ◆ Managed, coordinated the design and production of a task-oriented, HTML Online Help system for the product suite. Systems were regularly enhanced incrementally with new features, functions, and content for each release. Recruited, hired, and managed a staff of (five) Technical Writers

**EDUCATION**

Business Analyst – CBAP Certification, Northeastern University, Boston, MA, 2007

**B.S.** – Business Administration, Framingham State College, Framingham, MA, 1996

**Active** - IIBA Membership

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