**PROFESSIONAL SUMMARY:**

* 10+ years in the Information Technology Industry as a Business Analyst/Data Solutions Specialist.
* Well rounded expert Industry sectors – Healthcare, Financial, Automotive, Manufacturing, and Government.
* Expert in business process engineering and software development life cycle, including analysis, reporting, design, development, testing and implementation of enterprise software applications.
* Expert in data integration, data mapping, data warehousing, data conversions, big data management.
* Expert with Oracle, SQL, Hadoop/Hive for Data Solutions.
* Recent experience with Big Data conversion, upgrading and implementing project.
* Expert in Business Case Analysis and Gap Analysis (“As Is-To Be”)
* Mastered the ever-changing requirements life cycle, and communicate requirements of complex rules effectively with internal and external clients.
* SLA\KPI Metric building an analyzing with ServiceNow.
* Expert in communication with business and technical units from initial requirements to final implementation.
* Understanding of Digital Enterprise Resource Planning ERP Operations.
* Expert in Triage and Defect Tracking.

**TECHNICAL SKILLS:**

Business Analyst experience **10+ years**

Data Integrations, Data warehousing, Data Conversions, Big Data, Data Modeling & Mining . **10+ years**

Relational Databases Oracle/PQ/SQL **10+ years**

Agile Scrum Team Delivery **4 years**

Waterfall Methodology **10+ years**

Financial Sector Projects **4 years**

Automotive/Manufacturing Sector **5 years** Life Cycle Enterprise Solution (SDLC) **10+ years**

Enterprise Resource Planning (ERP) **10+ years**

Digital e-commerce B2B **4 years**

Google Enterprise Tools **2 years**

Google Analytics **4 years**

Microsoft Applications **10+ years**

SAP Business Objects **1 years**

Functional Specification (State SEM) 1**0+ years**

Business Requirements (State SEM) **10+ years**

Business Requirements (State SEM) **10+ years**

System Designs (State SEM) **10+ years**

Use Case **10+ years**

Testing Specialist Manual/Automated **10+ years**

Conversion Testing/Test Plans **10 years**

ServiceNow **3 years**

CyberSecurity **2 years**

Changepoint **5 years**

Development languages Analyzed - ASP.Net, .Net, XML, AJAX, ADO.Net Java, VB6, , SQL, Web Services, C++, Cobol, UNIX. **10+ years**

Asset Management (automotive) **4 years**

Strong Sr. Business Analyst with proven experience on projects involving data integration, data mapping, and data conversion activities.  2-3+ years hands-on experience working with SQL with an understanding of different data structures

**EDUCATION & CERTIFICATION/LICENSES:­­­­­­­­­­­­­­­­­­­**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Bachelor of Science – Computer Science University of Phoenix, AR (2018)
* Associates Degree in Information Technology, University of Phoenix, AR
* SAP Business Objects Universe & Advanced Reporting certified, SAP
* Business Continuity & Disaster Recovery Certified, State of MI
* SharePoint State certified
* ServiceNow certified, Whirlpool
* Google Certified, Google
* ChangePoint Certified
* Certified Tax Professional, State of MI, MI
* MiCSES Certified, Michigan Child Support Enforcement System, MI
* CARS, Compuware Application Reliability, MI
* QA Run, Compuware Automated, MI

**ADDITIONAL SKILLS:**

SEM – Systems Engineering Methodology, SQL 2014 Server/Relational Oracle database, multi system data integrations, data mapping for conversions, Methodology, SAP - Business Objects, Google-Forms/Spreadsheets/Docs, Writing Business Continuity & Disaster Recovery Plans, Web Services, C++, Cobol Mainframe, UNIX. Procurement, Change Management, Microsoft Office 2013, , Sales Marketing, Supply Chain Management, Microsoft Project, MS Access, Windows 7, 8, & 10, Central Server, ERP Systems, Chain Supply, Maximo/Asset management,

**WORK EXPERIENCE:**

**Sr. Business Analyst**

**State of MI (Peoplesoft)**

**02/2017 – 5/05/2017**

Sr Business Analyst for DTMB MDOT

* Analyzed converted data from new large Sigma financial application. This new system was to integrate back into 2 new systems and 20 old, later be converted also.
* Verified database table names and structures with the development team.
* Analyzed multiple business processes to prepare for data integration of new system, data mapping/data flow charts/wire frames.
* Weekly & daily meetings monitoring team performance on project progress. Mentoring and guiding team on writing detailed business requirements within the State SEM methodology (Agile)
* Completed Functional Analysis and Requirements Gathering.
* Worked with Architects, Database Administrators, Security, etc. participating in Systems Analysis Design Flow, Screen mock-ups, and firewall identification.
* Daily interface meetings with clients, managers /project manager and developers conveying risks, progress and status of the project.
* Work in Agile/Scrum environment.

**Sr. Business Analyst**

**United Health Group (Apex systems) – Remote 08/2016 – 02/2017**

* Project – Validation, Gap analysis of preowned companies existing claims reports for migration/integration into new owners, new claims system (Polaris). (Agile/Scrum/Rally)
* Customer stakeholder interface validation of current claims reports.
* Customer stakeholder interface validation of reports (to-be) converted into new Polaris system.
* Created (As-Is) data mapping requirements for integration into new Polaris system.
* Created (To-be) data mapping requirements for the new relational database structure.
* Responsible for attaining client signoffs on requirements, user stories and work flow diagrams.
* Responsible for writing backlogs, user stories for future sprints.

**Sr. Business Analyst**

**Incite Informatics – Remote 11/2015 – 6/2016**

* Big Data, Health Information Exchange (HIE)
* Client interface, gathering requirements of As-Is & To-be data elements.
* Validating large raw data files, preparing for data integration into Hadoop database.
* Validating Hadoop Hive tables and views for new data integration setup.
* Working with ClickView Dashboards validating calculations and process flow.
* Responsible for creating and monitoring defect tracking status reports and testing scripts.

**Sr. Business Analyst 3/3/2015 –11/10/2015**

**State of Michigan/DewPoint, Lansing, MI**

Sr Business Analyst Lead of a five person team on an Enterprise Solution Application, globalizing three separate business entities data integrating into one COTS .Net software package.

* Weekly & daily meetings monitoring team performance on project progress. Mentoring and guiding team on writing detailed business requirements within the State SEM methodology.
* Gather requirements for (Existing, Gap & To-Be Processes). The current business process includes 27 separate applications. The project scope is to downsize poor coded clunky applications into only a two module COTS package. Condense adhoc work, good/bad data, and good/bad processes into a streamlining lean system.
* Wrote Gap analysis, from dysfunctional vendor requirements and creating new Business Requirements for the development phase.
* Completed Functional Analysis and Requirements Gathering.
* Led JAD sessions to identify terms, guidelines, and requirements for Enterprise system.
* Worked with Architects, Database Administrators, Security, etc. to participate in Systems Analysis to include Design Flow, Screen mock-ups, and firewall identification.
* Daily interface meetings with clients, managers /project manager and developers conveying risks, progress and status of the project.
* Prepare Business Requirements for RFP to conduct Vendor COTS package bids.
* Participated in Requirements Specification by collaborating with SMEs (Subject Matter Experts), writing RFPs (Request for Proposals) and APDs (Advanced Planning Documents).
* Partner with SMEs (Subject Matter Experts) via email, phone, and video conference communication to discuss goals, objectives, and deliverables.
* Utilized Design Skills and Functional Requirements for Data Modeling, Process Flow, and Vizio.
* Work in Waterfall environment.

Successful (life cycle) project developing Business Objects Universes for Michigan Gaming Control Board. Environment: .Net, Java, Cobol converting into COTS package.

* Researched and gathered multiple business processes, data models/data modeling, data flow charts/data flow diagrams for new data integrations.
* Determined primary and foreign keys in Relational/Oracle database for mapping of the Business Objects Universe.
* Client now has the ability to quickly build critical business reports by simply dragging column headers directly into the web intelligence tool, avoids calling system support and getting charged for services.

**Sr. Business/Procurement Analyst 9/3/2013 – 2/28/2015**

**TekSystems/Whirlpool, Saint Joseph, MI**

* Governance of IBM infrastructure contract, Stabilize services with business. Reviewed financials on a monthly/quarterly basis, monitored RFS projects (SOWS), contracted services within Infrastructure including .Net, Java, Networking and Mobile, eCommerce B2C, Google, Security, Change Management, ServiceNow, Operations, Storage Management.  A multi-million dollar "Global" contract Governed with IBM Senior Executives. Worked with teams throughout the world, Hong Kong, Italy, India, Mexico, Brazil, etc. on a daily basis.
* Owner of analyzing new ServiceNow implementation of SLA/KPI Reports.
* Under the Procurement Title, uncovered cost savings, maintained cost tracking system throughout the year. Developed Key Measurements for evaluating suppliers, developed Google surveys to scorecard vendors for future business. Formulated and provided chart analysis for presentation to top executives and reviews with clients.
* Participated in Requirements Specification by collaborating with SMEs (Subject Matter Experts), writing RFPs (Request for Proposals) and APDs (Advanced Planning Documents).
* Provided triage for KPIs and FLAs that had were monitored daily.
* Worked with Architects, Database Administrators, Security, etc. to participate in Systems Analysis to include Design Flow, Screen mock-ups, and firewall identification.
* Utilized Design Skills and Functional Requirements for Data Modeling, Process Flow, and Vizio.
* Brought triage results to weekly team where solutions were presented through Defect tracking.

**Business Analyst 12/2012 – 9/01/2013**

**IBM/State of Michigan (Treasury), Lansing MI**

* Responsible for professional analytical assignments associated to enhancements, integration, maintenance and implementation of a Department of Treasury's information system.
* Environment: Cobol, .Net, XML, Java, Oracle, SQL
* Developed and maintained Systems Engineering Methodology documents used as standards for State of Michigan.
* Participated in JAD sessions with Vendors and State collection agencies to identify issues and solutions.
* Certified in Changepoint processing
* Worked with Architects, Database Administrators, Security, etc. to participate in Systems Analysis to include Design Flow, Screen mock-ups, and firewall identification.
* Worked with clients gathering and organizing exploratory requirements and estimations of a highly complex tax system.
* Created traceability metrics, business requirements, functional designs and system designs on new or existing applications.
* Participated in Requirements Specification by collaborating with SMEs (Subject Matter Experts), writing RFPs (Request for Proposals) and APDs (Advanced Planning Documents).
* Developed flowcharts, functional and system process flows used to communicate a clear and concise explanation to develop.
* Held daily meetings with clients and managers providing status updates and concerns documenting and following up for complete satisfaction of all involved.
* Participated as a team member for database design with other senior team members.
* Developed test data for test cases and plans with clients.
* Maintained and organized reporting validation of testing results to involved departments.
* Completed Functional Analysis and Requirements Gathering.
* Utilized Design Skills and Functional Requirements for Data Modeling, Process Flow, and Vizio.
* Worked in a Waterfall environment.

**Business Analyst/QA Specialist 08/2007 - 04/2008**

**Delta Dental, MI**

* The project was to convert the current IDMS/Cobal Claims processing application into a web/oracle application.
* Served as a liaison preparing and distributing communications between business and technical teams preparing.
* Gathered and tracked status reports for project reporting to business team with MS Excel reports using pivot tables and macros.
* Drove task completion prioritizing outstanding defects, system improvements, ensuring accuracy and deadlines were met.
* Analyzed new code through MS Access and SQL queries. Maintained Microsoft Project for my assigned business areas.
* Created UAT’s scripts for functional specifications to Business Process Requirements and Software System Requirements using Rational Requisition.
* Created workflow diagrams, use case models, state diagrams and data models/data modeling.
* Performed GAP analysis of business rules, system process flows, user administration, and requirements.
* Worked with Architects, Database Administrators, Security, etc. to participate in Systems Analysis to include Design Flow, Screen mock-ups, and firewall identification.
* Participated in Requirements Specification by collaborating with SMEs (Subject Matter Experts), writing RFPs (Request for Proposals) and APDs (Advanced Planning Documents).
* Completed Functional Analysis and Requirements Gathering.
* Utilized Design Skills and Functional Requirements for Data Modeling, Process Flow, and Vizio.
* Collaborated with business users and participated in JAD sessions for new client server integration.

**Business Analyst/QA Specialist 11/2002 - 08/2005**

**State of Michigan/Compuware Corporation, MI**

* Led member of a nine-person team which was responsible for supporting a large government office through a successful child support enforcement implementation.
  + Mentored and monitored teams performance for highest expected project results.
  + Participated in user and task analysis to ensure the business community's perspective was maintained.
  + Participated in Requirements Specification by collaborating with SMEs (Subject Matter Experts), writing RFPs (Request for Proposals) and APDs (Advanced Planning Documents).
  + Worked with end-user clients for Child Support Enforcement financial operations.
  + Participated in Integrated Testing, Iteration Testing, and Sprint Testing.
  + Wrote and maintained test cases and test plans.
* Worked with Architects, Database Administrators, Security, etc. to participate in Systems Analysis to include Design Flow, Screen mock-ups, and firewall identification.
* Utilized Design Skills and Functional Requirements for Data Modeling, Process Flow, and Vizio.
  + Participated in quality reviews, and ensured that the application design satisfied the requirements.
  + Worked with staff members on a daily base’s providing support and liaison to the central office.
  + Analyzed federal and state business processes.
  + Work closely with the Friend of Court.
  + Analyzed client data through exception reports.
  + Managed the MiCSES training sessions for the seventy person office.
  + Maintained and documented application defects and enhancement specifications.
  + Participated in JAD sessions.
  + Led member of a six-person team responsible for writing and executing conversion test plans for a large government contract. Mentoring and monitoring teams performance for highest expected project results.
  + Analyzed and clarified business requirements into System Requirements using use case diagrams (VISIO).
  + Completed Functional Analysis and Requirements Gathering.
  + Participated in transitions of requirements and use cases to application designers (developers) to ensure a clear and complete understanding.
  + Assisted in translating requirements and use cases into test conditions and expected results for system performance, and user acceptance testing (UAT).
  + Worked with other designers and architects to make sure that the applications components integrated with the work of other designers, fulfilling the requirements, and meet quality and performance goals.
  + Worked in a Waterfall environment.

**Systems Engineer/Quality Assurance Specialist 04/1999 - 05/2002**

**MRO Software, Grand Rapids, MI**

* Responsible for a customer base of 7 large automotive manufacturing plants throughout the country.
* Installed, configured and upgraded the customer’s asset management software on an Oracle, NT platform.
* Frequently used MS Access and SQL queries for reporting and manipulating data.
* Technical instructor for all departments involved with the project.
* Performed data cleanup/data cleansing standardized part descriptions and numbers.
* Analyzed throughput and downtime for clients, presented facts to management.
* Participated in requirements and design sessions with client.
* Analyzed critical equipment and recommended improvements.
* Managed a $500,000 billable contract.
* Participated in the sales and marketing solutions for new upgraded and current products.
* Presented business cases to management.
* Preformed client power point presentations, trade shows and Demo’s.
* Participated in reviews of the designs and prototypes to ensure that they fulfill the requirements Organized and developed the new quality assurance department.
* Evaluated automated testing tools and presented findings to management, which resulted in the purchase of the Rational Testing Suite.
* Worked with system engineers, managers, and development analyzing current and future software releases.
* Developed automated testing scripts.
* Managed enhancement and defect progress for the company.
* Developed test cases and test plans.

**Software Engineer/Quality Assurance 04/1996 - 05/1999**

**CMI Competitive Solutions, MI**

* Member of a 6 person testing team, responsible for the release of a major ERP package (Enterprise Resource Package).
* During this position I developed the automated testing department analyzing several automation testing tools.
* Presenting the findings to management the Rational Testing Suite as purchased.
* In this position my knowledge of writing test plans and test scripts was ongoing.
* Developed my knowledge of the Unified testing methodologies for creating test cases.
* Graphed and tracked defect progress throughout release cycles.
* Worked with development and managers in resolving defects.