**LAURENCE ROSEMAN**

**1110 Manchester Ct**

**Warrington Pa, 18976**

**215.498.7610**

**SUMMARY**

Information Technology Professional with over **22 years of experience in analysis, design, coding, testing, debugging, and implementation of Mainframe, DB2** and most recently working as a **Business Analyst** and a **Quality** **Assurance Analyst**. Recognized as a results-driven system analyst with innovative solutions to customer needs and proven problem solving abilities. Strong background in communicating both verbally and in writing with business users and all levels of management. Won an Accenture Core Value award for excellent customer service.

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**TECHNICAL SKILLS**

**Mainframe**: COBOL II, CICS, VSAM, TSO, ISPF, JCL, FILEAID, ASSEMBLER, INTERTEST XPEDITER, SAS, SAS MACROS, ENDEVOR, DB2, SYNCSORT, FTP, IDMS12.0, Data Warehousing, MVS, Easytrieve Plus

**PC**: Oracle 8.0, 9.0, Microsoft Office Suite (Word, Excel,), Microsoft Access, Microsoft Outlook, Windows XP, UNIX, Micro Focus COBOL (Mainframe Express), Micro Focus Revolve, Remedy, Excel Macros, Mercury Quality Center 9.2, Microsoft SQL Assistance 7.1

**Concepts** Handling, Data Validation, Random and Sequential File Updating, Sorting, Peregrine, Visio, Data Modeling, Object-Oriented Analysis and Design, UML, Multi- Level Control Break Processing, Called/Calling Structures, Lotus Notes DB2 Stored Procedures

**Operating** **Systems**: Windows 95, 98, 2000, XP, CICS, UNIX, IBM 370 Architecture, IBM 3090 Mainframe, IBM PC, MS DOS, OS390, ZOS

**Web** **Tools**: Visual Studio .Net, HTML, ASP.NET, ADO.NET, Crystal Reports, Web Services, VB 5.0, VB6.0 VBA Scripting, SQL Server Management Suite 2005,Liquent Insight 3.6, LDAP,SSIS, ETL

ML Points Admin GUI, RSS, Blaze, Sandbox, CSWeb, Darnet, Remote Desktop, OMNI, TSS, 3270 ONLINES, Product Offer Engine Market Tool.

**PROFESSIONAL EXPERIENCE**

**Express Scripts, Plymouth Meeting, Pa 06/2011 - 02/2017**

**Data Quality Analyst / Business Analyst**

**Responsibilities:**

* + Worked in Patient Data Quality as a Senior Data Analyst ensuring patients received their medications in a timely fashion for mail order and retail systems.
  + Worked with Accounts Managers for all major health carriers to research and problem solve to correct naming conventions and other private data pertaining to patient data and do live edits so patients could get their medications otherwise being delayed due to pharmacy or mail order inquires.
  + Developed Sop's and specific standards for matching algorithms to ensure patient matching was decisive and accurate. Sop's were formulated for Overmatch scenarios (2 or more patients sharing a unique Patient identifier) (AGN) or an Under match scenario ( 1 person sharing 2 AGN's) caused by name changes, DOB information or other patient data that was directly coming from the provider.
  + Performed on daily compliance with PEGA systems to review and analyze all phases of patient data and correct anomalies associated with the data.
  + Performed various types of trouble shooting in Remedy Support software to open, research, and resolve ticket driven by account managers and patients.
  + Created files using SQL and DB2  that were derived from daily and weekly feeds that were researched for patient data for ere for AGN's that  using high level SQL queries reporting back to managers and account teams to keep as record keeping in the event analysis was performed inaccurately.  An average day was looking at 700 / 1000 records at an average pace of 80 per hour.
  + Worked and trained other lower level analyst and reviewed all work in PEGA and Remedy systems before doing the corrections.
  + Worked with data architects to process data and transfer to Express Script outside clients which included specifics counts of medications and statistical data required thru contracts and acquisitions.
  + Created test files in TSO/SAS from DB2 databases. In Depth testing against Business Requirements for major software initiatives.
  + Performed programing changes in COBOL and SAS using TSO and JCL to make enhancements for data algorithms to reduce fallout from matching systems.

**Bank of America, Newark, DE 07/2010 – 04/2011**

**Quality Assurance Analyst / Business Analyst**

**Responsibilities:**

* Participated in the testing of the software for the Internal Collateral Management Dept to ensure the highest level of quality including managing all phases of testing for assigned components ensuring test plans and test cases are completed and met business requirements.
* Worked with development teams investigating and correcting software bugs and deficiencies based on the testing results. Created and generated system test scripts for different test scenarios covering all aspects of project functionality.
* Created test plan, Walk through, integration approach and strategy document, test cases, scenarios, conditions and scripts. Generated system test scripts for ICM Disclosure Management.
* Created defects using Mercury Quality Center 9.2. Took ownership of defect from start to finish, working with developers to ensure defect was understood and the correct approach was being used to solve problem.
* Performed various types of testing, such as functional, regression, user acceptance and negative testing.
* Created Campaign numbers, associate banks, pricing and Standard pricing numbers that would be inputted into an application call NAQ/CSWeb that would create new add accounts that would be used for such things as creating Statements, Disclosure letters, Welcome kits and any print output to be used in validation.
* Created learning tool desktops which were used as visuals f and training or new personal. Trained some of the newer testers in all phases of planning and scheduling.
* Worked on projects that included converting Merrill Lynch Points System and integrating into Bank of America’s Reward system as part of a merger between the two companies. Project consisted of 900 New Functionality and Regression scripts. Executed approx. 40% of all scripts and was responsible for taking meeting minutes and creating and maintaining peer review Excel Spreadsheets.
* In addition, worked on 2 other releases which included legal changes for all card mailers and disclosure letters as part of the Obama Credit Card Act. Another project consisted of two new Visa and Master Card Rewards products being introduced to the public.
* Executed SQL queries in a DB2 environment performing duties such as querying existing accounts to have the ability to find and their associated banks and pricing information to create new add accounts.
* Create test files in TSO/SAS from DB2 databases. In Depth testing against Business Requirement under Q-UAT for Internal Consistency Checks (ICS)

**AIG, Wilmington, DE 03/2009 – 07/2009**

**Senior Business Analyst**

**Responsibilities:**

* **To analyze technical data flow and develop processes to support and maintain the valuation process for Corporate Actuarial. Languages uses are** **SAS, SAS Macros, COBOL, JCL and Access.**
* **Created Functional specification documents and process flows using Visio**
* Effectively and professionally communicate with the Corporate Actuarial Department to identify and obtain requirements for financial reporting.
* Work closely with existing IT Actuarial Support staff.
* Identify tasks required to complete an assignment and estimate the duration of those tasks for accurate project plan reporting
* Review and evaluate business specifications to determine their feasibility, the time they will require, and their compatibility with current systems and architecture standards.
* Produce technical specifications and test plans/test scripts.
* Recommend solutions to design, plan and implement applications.
* Communicate with all levels of internal and external technical and non-technical staff.
* Prepare project life cycle deliverables within expected time frame as specified by the project plan
* **Proficient with the Microsoft Office Suite of applications and posses the capability of producing professional-looking documentation, flowcharts, and proposals**.
* Excellent and proven analytical, organizational and communication skills.

**Wyeth Pharmaceuticals, Plymouth Meeting, PA 10/2008 – 12/2008**

**Production Support Analyst**

**Responsibilities:**

* Worked on resolving complex application issues as a team member of the Engineering and Support group, responsible for the Global and Regulatory Affairs and Research operations, including Internet Publishing, Digital Signatures, and Wyeth Submission Template process. Application was in a 2000 Microsoft Word using Visual Basic editor.
* Developed a process to record the receipt of mail packages delivered to and from the Wyeth mail and research facilities. **Process was developed using SQL and PL/SQL in SQL Server Management Suite 2005 with an Oracle platform.**
* Provided real time solutions for business users to resolve production support issues. Communicated on a regular
* basis to ensure complete level of customer satisfaction. Also responsible for root cause analysis, issue escalation, problem tracking and reporting.
* Volunteered to assist developers with Internet Publishing Submission process developed by a Third party vendor.
* Took all required training courses to adhere to company policies.

**Accenture Technology Solutions, Wilmington, DE**

**Accenture Delivery Center 1020/07 – 03/2008**

**System Analyst**

* Worked on special projects within the delivery center. I mentored junior level people helping them to develop their skills. Was on several committees such as training classes and interviewing new joiner candidates. Took leadership training and also continued to be a liaison between the delivery center and working with different teams to reach their service level agreement obligations. Participated in mid year discussions with my HR team and counselees and attended weekly meetings where I volunteered to be the bench team lead.

**Vanguard Group Client 07/2007 – 10/2007**

**System Analyst**

* Worked on developing programs and reports for Fund Accounting Financial systems. Developed new logic and concepts to satisfy new business requirements and was instrumental from detail, analysis and design. Worked with the business to communicate all issues and report back to the PM in a timely fashion. Learned all about the Fund Accounting system process, which consists of VSAM files where all the data resides and is extracted.
* Participated in all phases of testing for this development project. Was involved in developing various other projects simultaneously. All code was moved using Endevor Utility.
* Used tools such as Micro Focus Cobol (Mainframe Express), Micro Focus Revolve and Rumba 3270 Communications. Was involved in software life-cycle analysis, design, development, and implementation of software applications and worked with CICS primarily on the mainframe OS 390 and MVS using SAS and COBOLII.

**Vanguard Group Client 02/2007 – 07/2007**

**System Analyst**

* Part of a major software application upgrade for Vanguard Fund Accounting Invest One releases. Propriety software used by Vanguard owned Compass applications. Using COBOL, CICS, DB2, Assembler, VSAM, MVS and CICS applications.
* Worked on developing, analyzing, testing and implementation thru all phases of application delivery.
* Worked with Endevor and Peregrine problem tracking tool to package all copybooks, source code, ASM and MAP members as well as all PROCS and JCL thru UNT, SAT, and CAT testing with eventually production destination.

**Bristol Myers Squibb Client 02/2005 – 12/2006**

**System Analyst**

* Part of a major outsourcing initiative for Bristol Myers Squibb pharmaceutical IT application group.
* Developed from scratch a detailed plan to recognize what business knowledge was required to in order to sit with knowledge owners to learn key aspects of the BMS business.
* Was assigned to 10 key business applications including BMS pricing and reimbursement, batch processing, accounts receivable, sales budgeting and forecasting, incentive compensation for all PHARM sales reps and maintaining and supporting the BMS company car fleet which included processing insurance claims and working with end users to solve their insurance claim needs. All applications were written and supported in both COBOLII and SAS in a Mainframe or Unix environment with DB2.
* Rollout was done in 3 phases - knowledge transfer, job shadow and safety NET. Phases were also broken out in skill levels, java, and mainframe and web technologies. I was the only one on the team that was part of 2 skill phases which gave me more exposure to different skill sets as well as more in-depth knowledge of the clients business.
* Maintained a problem tracking document tool called Remedy which monitored all incoming help desk tickets including customer assistant, break fixes, required modifications and elective enhancements. Service level agreements must be met due to strict guidelines in order to avoid fines as part of the contract between BMS and Accenture.
* Was global team lead responsible gathering design specs, delegating and monitoring client requests. Did peer reviews for all support and development work before finished product went to the client. Was client facing liaison between us and off shore teams and was involved in all development decision.
* Participated in manual month end processes which include complex DB2 queries which required producing critical documents that the clients used to make decision to run and improve there overall functionality. Scheduled and monitored critical batch processing job flows for data that flowed from the data warehouse to file transfer protocol at the client server level. **Utilized languages such as COBOLII, SAS, DB2, JCL, CICS, Endevor and all phases of SDLC lifecycle and utilities as MVS and VSAM processing.**

**IMS Health, Plymouth Meeting, PA 1997-2003**

**Applications Programmer**

* Mainframe Programmer and Analyst to the Systems Support Improvement Group.
* Developed new applications using COBOL, Cobol II, JCL, and SAS, CICS, MVS, VSAM and Endevor..
* Monitored and maintained existing mainframe application systems.
* Supported the Corporate Schedule on a 24 by 7 basis using my problem solving skills.
* Part of team responsible in large scale data investigations and back data history corrections.
* Provided application knowledge to numerous user groups assisting them to resolve production cost issues that delivered products on schedule and under budget.
* **Lead Tester and developer for new release of SAS 8.2 as well as part of testing team resolving major issues for new releases of Syncsort, FileAid and Strobe thus avoiding potential revenue loss.**
* Earned recognition and received quality award for role as lead tester for an IDMS Team Project to reduce CPU time.
* Achieved 2 Level Promotions within a 4-year span.
* Involved with Sales and marketing to provide forecasts on demographics in regards to doctor behavioral scripting.

**EDUCATION**

Certificate in Client / Server Technology, Penn State Great Valley 2003-2004

* Successfully completed intensive program involving Visual Basic, PL/SQL and Oracle in a Client / Server environment.
* Developed a Full Life Cycle System for the client / server application in an N-Tiered architecture.
* Planned, analyzed, designed, developed and implemented a fully functional banking system utilizing an Oracle Database.
* Executed a database solution through relational database management techniques including: data modeling using Entity Relationship Diagram, designing table structures, implementing integrity constraints, building stored procedures, sequences, triggers, cursors, and packages.
* Implemented SQL by using DDL, DML, DCL commands in a relational database system.
* Created Active X components, controls and documents.
* Created and tested connections utilizing ADO, ASP, ODBC, and OLE DB.

Computer Programming 1995-1995

The Chubb Institute, Springfield, PA

Accounting 1974-1976

Philadelphia Community College, Philadelphia, PA

**PROFESSIONAL DEVELOPMENT**

* Intermediate and Advanced SAS Training, SAS Institute, Malvern, PA 1999, 2001
* IDMS Training, IMS Health, Plymouth Meeting, PA 2001
* Web Technology, The Chubb Institute, Springfield, PA 2000
* Endevor Training, IMS Health, Plymouth Meeting, PA 2000
* Microsoft Access, Plymouth Meeting, PA 1999
* Microsoft Excel, Plymouth Meeting, PA 1999
* Accenture Team Lead Training. Wilmington DE 2006
* Accenture Application and Design Training Wilmington DE 2006
* Accenture Leadership Training – Wilmington DE 2007
* Endevor Training, IMS Health, Plymouth Meeting, PA 2000
* Microsoft Access, Plymouth Meeting, PA 1999
* Microsoft Excel, Plymouth Meeting, PA 1999
* Accenture Team Lead Training. Wilmington DE 2006
* Accenture Application and Design Training Wilmington DE 2006
* Accenture Management Leadership Training 2007