

BUSINESS ANALYST BUSINESS ANALYST BUSINESS ANALYST - IMMIXGROUP INC

Dedicated IT professional with over two years of experience in technical business analysis. Looking to foster career growth in emerging technologies by leveraging my communications skills and IT security knowledge. Work Experience BUSINESS ANALYST IMMIXGROUP INC January 2018 to

Present Communicating with business users to identify needs, and define the project scope Interacting directly with stakeholders to gather requirements using multiple techniques, including interviews, questionnaires, surveys, and research Drafting meeting minutes, preparing the agenda for various meetings and scheduling meetings Using Agile methodology to document business and user requirements in a variety of formats, including user stories and use cases Establishing current state process flows to ensure business partner's processes were understood and documented Contributing towards internal departmental process documentation Attend various meetings with the developers, clients, and the management team to discuss major defects found during testing, enhancement issues, and future design modifications Communicating effectively with all team members and with the management team concerning the project schedule and delivery

Going through the company's expenses, travel invoices, labor invoices Working closely alongside with the CISCO team Managing the CISCO portal with any kind of issues that the client may have Discussions in order to collect business requirements from stakeholders Working very close with our IT department while production testing, Testbubble testing, UAT, LOE Gathering all requirements from the IT department as well as the end user Sending out status reports weekly and bi-weekly 1 TECHNICAL SERVICE DESK ANALYST/ TRAINER| HOMELAND SECURITY (CBP) TIER February 2016 to January 2018 Resolve issues surrounding computer hardware, software, network and telecommunications systems. Delegates staff duties and responsibilities Monitored weekly calls for quality assurance Manages the Joint Activities & Accountability Center (JAAC) and the JAAC scheduling Creates new Knowledge Base documents for Technology Service Desk SharePoint site Manages the template database by creating new templates and modifying the current templates in Remedy Works alongside government staff on special projects Manage life cycle replacement policies and procedures Implement systems testing and evaluation

Implement overall objectives and available resources in regards to timeframes, scope of projects, and possible strategic methods Ensure systems security in support of the organization's IT architecture and business needs Apply information systems security principles Troubleshooting and notation of software and hardware issues via Remedy relating to Microsoft Windows, Active Directory, Outlook 2013, network connectivity, remote access via VPN and RSA algorithm Secure IDs, and all other CBP proprietary applications. Installed software patches and updates on computers and laptops. Trained and mentored new hires regarding troubleshooting, security, and professional practice Updated, identified and removed Viruses, malicious logic, spyware and provided the security audits that led to major security patches for the network IT ANALYST SOFTWARE TECHNOLOGY June 2015 to February 2016 Formatting proposals according to submission requirements Tracking deadlines and monitoring the status of submitted proposals Perform basic bookkeeping, filing, faxing, scanning, and clerical duties Conducted routine system administrator task Strong personal computer, operation system, processing technique skills Effectively lead teams and inspire others to achieve goals through innovation Maintained records of daily data Ability to troubleshoot problems and work in a team environment Responsible for sharing the network printers Responsible for maintaining the network and troubleshooting

Education BACHELORS OF SCIENCE degree in Information Systems Operations Management
GEORGE MASON UNIVERSITY December 2017 Skills SQL, testing, Excel

Name: Craig McDonald

Email: adkinskaren@example.org

Phone: 001-978-878-8076x01024