

Business Systems Analyst Business Systems Analyst Business Systems Analyst - AMERICAN INTERNATIONAL GROUP Alpharetta, GA Work Experience Business Systems Analyst AMERICAN INTERNATIONAL GROUP - Alpharetta, GA June 2014 to Present Responsible for the following:

- Managing project requirements throughout the software development lifecycle
- Working on multiple Web-based applications for different LOBs
- Following both agile and traditional waterfall software development methodologies to complete projects
- Working with business and technical resources to analyze both new and existing systems
- Creating requirements documentation, including: functional requirements documents, mockups and visualizations, business process maps
- Overseeing user acceptance testing
- Supporting production implementations
- Assisting with user training

IT Project Manager/Business Analyst VERIZON WIRELESS - Alpharetta, GA January 2011 to May 2014 Responsible for the following:

- Tactical project management team lead
- Managing both change requests and projects for the My Verizon Products and Services team
- Front door for My Verizon portal (customer self-service portal for bill pay, device upgrades, plan changes, etc.)
- Creating and presenting business requirements documents and mockups
- Acting as liaison between internal and external business resources and IT resources
- Working with development and quality assurance teams to ensure timely and accurate deliverables, typically during two- or three-week software development lifecycles
- Working with DBA and infrastructure teams on an ad hoc basis to maintain test environments
- Writing basic SQL queries/updates for execution by the DBA and infrastructure teams
- Analyzing code with development team (primarily Java)
- Analyzing, updating, and maintaining the change request queue and generating reports via HP Quality Center and MS Excel
- Managing production releases (planning and implementation)
- Managing production issues (working with IT and business prod issue teams through a weekly meeting and on an ad hoc basis; first point of contact)
- Completing a site-wide optimization effort with both marketing and development (PM optimization lead)

Education Master of Science in Management Information Systems AUBURN UNIVERSITY - Auburn, AL December 2013 Bachelor of Science in Business Education VALDOSTA STATE UNIVERSITY - Valdosta, GA December 2010 Bachelor of Science in Computer Information Systems VALDOSTA STATE UNIVERSITY - Valdosta, GA May

2010 Associate of Science in Education WAYCROSS COLLEGE - Waycross, GA May 2007

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