

Business Analyst/ Developer Business Analyst/Developer Business Analyst/ Developer Miamisburg, OH Detail-oriented Business Analyst with success in project management, leadership, and strategic planning. Adept in capturing business requirements, creating project documentation and working in cross-function teams. Strong motivational skills and accomplished in guiding teams towards achievement of business, project and schedule goals. Work Experience Business Analyst/ Developer Great Lakes Integrated - Avon Lake, OH October 2015 to October 2016 Served as the primary point of contact between the Development Services team and the Account Managers and Project Manager. Acknowledged customer issues and resolved their problems quickly and efficiently. Served a key role in developing supportable, profitable solutions for GLI by having a complete understanding of GLI's software capabilities Interpreted and developed client specifications and expectations into clear documents Managed the development team to ensure that all product installation, web site configuration and database setup is complete. Was the project leader for the technical implementation of any feature enhancements or integrations required for the client's project. Worked with colleagues to develop project time lines and schedule based on priorities and resources. Provided updates and status on project tasks, to-do list items and milestones at weekly status meetings. Conducted a daily development status meeting with the Developers Evaluated the customers' needs and provided service options to meet their requirements. Technologies: ASP.NET, MS-SQL SERVER, C#, HTML, JAVASCRIPT Software Developer National Automotive Experts - Strongsville, OH January 2015 to October 2015 Designed, developed, managed, and maintained site content. Demonstrated solutions by creating documentation, flowcharts, layouts, diagrams, charts, code comments and clear code. Actively participated in product design reviews by providing creative and practical ideas and solutions in a teamwork environment. Participated in technical design, development and implementation of web-site features and desktop applications. Worked on multiple projects with different deadlines. Reviewed and evaluated existing systems for possible enhancement or upgrade and routinely searched for innovative ways to improve existing systems or procedures. Designed, managed, and updated web applications for various departments in the organization. Technologies: ASP.NET,

MS-SQL SERVER, C#, HTML, JAVASCRIPT Business Analyst National Automotive Experts - Strongsville, OH April 2013 to December 2014 Wrote comprehensive process models, for all internal and external users, of NAE's proprietary software. Monitored and updated the status of assigned support tickets. Ran reports and executed ad-hoc data requests as directed by end users and the software team. Assisted in the resolution of software bugs by testing developed systems and documenting results/required development team actions. Developed knowledge of NAE's unique business rules as they relate to its custom software systems. Developed familiarity with NAE's software platform and grew software development skills Completed assigned programming tasks, under direction of the software team. Gathered requirements through interviews, document analysis, use cases, business process descriptions and workflow analysis.

Technologies: ASP.NET, MS-SQL SERVER, C#, HTML, JAVASCRIPT Education Bachelor of Science in Electronics Engineering Technology Cleveland State University - Cleveland, OH December 2010 Skills DATABASE, DATABASE DESIGN, DOCUMENTING, SYSTEM TESTING Assessments Problem Solving Proficient August 2019 Measures a candidate's ability to analyze relevant information when solving problems. Full results: [https://share.indeedassessments.com/share\\_assignment/hw02jjx3f4nutvwp](https://share.indeedassessments.com/share_assignment/hw02jjx3f4nutvwp) Critical Thinking Highly Proficient August 2019 Using logic to solve problems. Full results: [https://share.indeedassessments.com/share\\_assignment/x6wtyfwuwmmeinid](https://share.indeedassessments.com/share_assignment/x6wtyfwuwmmeinid) Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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