

Business Analyst Business Analyst Business Analyst San Diego, CA Authorized to work in the US for any employer Work Experience Business Analyst Kaiser Permanente - San Diego, CA July 2016 to May 2017 Perform analysis and investigation for billing and enrollment issues Determine and define necessary steps to resolve issues and routing to appropriate department to make adjustments Participate in daily calls with 3rd party billing vendor to collaborate on resolving issues Business Analyst HD Supply October 2014 to May 2016 Define and document business requirements and mapping them back to test cases Analyze business processes and data to identify areas for improvement Assist the business with identifying, implementing, and testing technology solutions Create test case scripts and assist with testing Assist in training after "go-live" and provide production support Create adoption and value realization plans for customer-facing project Create custom lists, forms, and workflows in SharePoint Oracle Database Administrator & IT Project Manager Hewlett-Packard June 2013 to June 2014 Design and develop an project management information system with MS SharePoint Monitor and analyze Oracle databases in production environments Provide support for Oracle database backup and performance issues Drive initiatives to ensure deliverables are in scope and on time IT Intern City of San Diego - Environmental Services Department January 2013 to May 2013 Perform requirements analyses of custom software projects Assist in gathering and creating functional requirement documents Work with end-users to understand business processes and needs Provide desktop support for staff IT Assistant San Diego State University March 2012 to May 2013 Diagnose and troubleshoot software, hardware, and network failures for staff and faculty Create system images and deploy to computer systems using Windows Deployment Services Education Bachelor of Science in Information Systems San Diego State University August 2011 to May 2013 Associate of Arts in Arts and Sciences San Diego Mesa College January 2009 to May 2011 Skills SAP, Microsoft Office, SAP Warehouse Management, Sharepoint, Sharepoint Designer, SQL, Business Analysis, Requirements Analysis, Requirements Gathering, Project Coordination, HTML, CSS, Ecommerce, Visio Additional Information SKILLS Software: SAP Warehouse Management, MS SharePoint, MS Office 2010 - 2013, MS Project, MS Visio, HP QC/ALM Databases: Oracle,

SQL Server, MySQL, MongoDB Languages: HTML, CSS, SQL, Visual Basic

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