

Name: Business Analyst

Professional Summary and Objective

I have over twenty years of information technology experience expanding from Development to Quality Assurance with twelve years of development experience, seven years of Business Systems Analysis and three to four years of QA Analysis. My desire is to utilize my Business Systems Analyst experience in serving as liaison between Business stakeholders and technical staff.

Technical Skill Inventory

ASP (1 years)	Business Impact Analysis (3 years)
Visual SourceSafe (4 years)	Data Modeling/Analysis (3 years)
Business Analysis (8 years)	Functional Analysis (8 years)
J2EE/Struts (1 year)	Manual Software Testing (5 years)
Visio (5 years)	User/Customer Acceptance Testing (2 years)
VB.Net (2 years)	Windows CE (1 year)
Livelink/Oracle Clinical (1 year)	ColdFusion 6.1, MX (3 years)
Oracle (10 years)	Dreamweaver (3 years)
SQL Server (4 years)	Visual Studio 2003 (2 years)
PL/SQL (9 years)	Customer Service/Technical Support (6 years)
Mobile Technology Support (2 years)	Process Flow Analysis (2 years)
HTML (6 years)	TOAD (3 years)

Education

BS in Meteorology/Computer Science from *North Carolina State University*

Work Experience

LexisNexis, Consulting QA/BA Analyst, 02/2016 – Present

- Work with QA/Testing staff, project managers, technical leads, and subject matter experts to plan and execute automated and performance tests using Agile terminology
- Ensure that testing addresses acceptance criteria as agreed with other stakeholders.
- Research available tools and lead initiatives to identify and implement those that will cost-effectively enhance testing capabilities and product quality via business case scenarios.
- Work with architects, developers, and network and system engineers to research and identify root causes of performance issues via software capacity management.
- Work across teams to support quality assurance and testing throughout the business as appropriate.
- Lead continuous improvement initiatives and implementation of best practices.
- Encourage new ideas from others to foster improvements via user sprint retrospective sessions.
- Serve as subject matter expert in the configuration, maintenance, and/or administration of testing tools or environments.
- Suggest process improvements that enable efficient delivery and maintenance with consistent direction.
- Identify areas for cooperation with other teams to improve overall quality and, with peers or others, implement initiatives improving testing capability and efficiency.
- Develop and execute automated and performance testing for assigned projects to successfully and consistently enable delivery of high-quality software products and services on time, on budget, and to specification.
- Plan testing for delivery of products and enhancements and to assure products meet product requirements and quality standards, partnering with Product Management, Project Management, Engineering, and Operations teams.
- Report issues and results, researching and identifying root causes as appropriate, documenting accordingly.

- General coordination with business users during User Acceptance and Disaster Recovery Testing
- Building of deployment plans based on Wachovia Configuration Management Standards along with serving as Compliance Administrator
- Utilize Harvest 7.1 software in source control management.
- Development of Extraction scripts of insurance data via SQL 2005 and Oracle version 10g to third party mortgage vendors.

PPD Incorporated, Systems Developer, 01/2007 – 01/2008

- Utilized TOAD in the development of reporting applications using PL/SQL over Oracle 9i and 10g clients.
- Utilized Crystal Reports in Data Modeling/Analysis of reporting database schemas to set relationships between columns of various tables.
- Utilized SQL in the development of Query Retrieval from CRFs.
- Creation of PL/SQL scripts in use of PPD's dictionary loading process
- Creation and execution of System Test Cases based upon the business requirement
- Creation and execution of Performance Quality Analysis based on the system design
- Utilized Livelink and Visio in the creation of various Workflow processes
- Primary support and Technical Lead of Oracle Clinical reconciliation and export applications that monitors over one hundred clinical studies using Livelink. Provide reconciliation reports using MS Excel.

Verizon Business, Senior Software Systems Engineer/Database Developer, 10/2005 – 01/2007

- Primary contact and technical lead of Verizon's Fiber Optic Line Protection System (FLPS) reporting application that uses ColdFusion MX technology.
- Develop user and software specification requirements based upon the need from the customer and maintain a project schedule using MS Project 2000.
- Daily maintenance of an extraction application using stored procedures and SQL Plus.
- Utilized Informatica in data modeling
- Conversion of GUI Interface for reporting purposes from ASP to ColdFusion
- Used TOAD, Crystal Reports and SQL Plus in day-to-day Oracle and SQL Server 2005 applications.
- Coldfusion Administration using Oracle Administration Server.
- Used PL/SQL scripts in EJBs when running all JAVA applications.
- Trimmed reporting response time and decrease in network downtime by using Coldfusion, JavaScript, JSP and JAVA Struts technology.
- Serve as a Database Administrator in utilizing Oracle scripts in maintaining the company's database along with setting constraints and primary keys for data integrity.
- Provided data modeling support during the requirements gathering phase of the Software Development Lifecycle.
- Performed disaster recovery analysis along with business impact analysis before signoff of business requirements of FLPS application.
- Used HTML along with Cascading Style sheets in creating quality reporting templates.

AMCO Automated Systems, Senior Software Engineer / Business Analyst (Contract), 02/2005 – 10/2005

- Database Administration using TOAD and SQL Server 2000
- Gathered technical, functional, and data modeling requirements using the problem, resolution, outcome approach.
- Performed ad-hoc testing over UNIX environment to ensure expected and actual results matched. Performed code revision if there were discrepancies between expected and actual test results over Novell networking environment.
- Development of software for handheld meter reading devices for public utility companies such as Progress Energy and Washington Gas/Electric over Windows CE environment using Visual Basic .Net. Each public utility saw a considerable decrease in their insurance premiums and increased production with less manpower and keeps them in pace with the latest technology. Source code control was handled using Microsoft SourceSafe.