

# Alex Diamant

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## BUSINESS ANALYST

Enterprise Reporting ■ Data Integration ■ Analytics

- **Diligent and enthusiastic business analyst offering a proven record of success** optimizing business processes and delivering key reporting in the distribution, hospitality and infrastructure technology industries.
- **Proficient in Agile, Scrum and Waterfall methodologies**; PMP, MBA, SAFe and Scrum Master credentials.

## Skills Summary

Requirements Gathering	KPI Dashboards	Strategic Planning
User Acceptance Testing	Tableau	Team Building
Wireframing	BusinessObjects	Client Relations & Presentations
Software Implementations	Jira	Business & IT Planning
Software Development Life Cycle	Microsoft Project	Vendor Management

## Professional Experience

**SR BUSINESS ANALYST** | Southern Glaziers Wine & Spirits | Miramar, FL | Oct 2021 – Current

- Analyze business, user and technical requirements. Author business requirements documents, define use cases and design mock-ups for BI report development.
- Work with diverse stakeholder groups to ensure business and technology alignment on proposed technical solutions.
- Own requirements gathering and have overseen development of 140+ reports critical to data mart retirements.

### Accomplishments:

- **CA Licensing:** Developed Business Objects reporting to solve for the use cases of the California market's custom alcohol and beverage licensing application.  
*Results:* Enabled the retirement of an end-of-life application vital to operations and risk management for the company's largest markets.
- **Accelerated Data Mart Retirement:** Lead reporting analyst for ADMR program.  
*Results:* Mitigated risks to the enterprise posed by business-critical data marts running on unsupported and obsolete technical platforms.

**PROJECT MANAGER (CONSULTANT)** | Johnson Controls | Boca Raton, FL | Mar 2021 – Oct 2021

- Managed infrastructure projects within the EPMO's Global Operations and Technology portfolio.

### Accomplishments:

- **IT User Support Transformation:** Developed reporting metrics and defined success criteria for the new virtual agent (chat bot) used for incidents and service requests.  
*Results:* Projected cost savings of \$6M by eliminating Service Desk area; productivity improvements for end-users and local IT support teams.
- **Backup as a Service:** Completed site assessments and requirements gathering to replace physical server tape backups with cloud-based solution in Microsoft Azure.  
*Results:* Enabled site operators to remotely access copies of business-critical applications during outages and eliminated the vendor costs for the tape collection and off-site storage.

**IT PROJECT MANAGER (CONSULTANT)** | Office Depot | Boca Raton, FL | Jan 2021 – Mar 2021

- **Technology Modernization:** Managed the migration of the enterprise Sales Audit System (SAS) application from its legacy IBM Mainframe to a new Oracle PaaS / microservice.  
*Results:* Eliminated the dependency on the mainframe, thereby reducing operating costs.

## **PROJECT MANAGER (CONSULTANT) | Envision Healthcare | Plantation, FL | Jan 2019 – April 2020**

- Defined processes and tools best suited to each project. Moved between agile and waterfall approaches depending on project specifics, creating detailed project road maps, plans, and schedules.
- Coached stakeholders on how to effectively interact with Scrum team and product owners on backlog management.

### **Accomplishments:**

- **Billing System Integrations:** Scum Master to ETL development team. Integrated eight new billing systems into the enterprise data warehouse environment.  
*Results:* Completed integrations improved the consistency, recoverability and accessibility of data.
- **Standard Operation Procedures:** Developed new intake process and Jira instance to support issue and enhancement requests for the Enterprise Data Foundation department.  
*Results:* Supported ROI analysis and prioritization of greatest value-added initiatives. Standardized process for accepting and assigning work to developers.
- **Quality Payment Program:** Managed Merit-based Incentive Payment System (MIPS) reporting to CMS for Radiology and Surgical Services.  
*Results:* Generated 5% positive payment adjustment to 2018 Medicare reimbursements.

## **PROJECT MANAGER | Sixt Rent A Car | Fort Lauderdale, FL | Feb 2018 – Aug 2018**

- Planned, directed, and coordinated complex projects focused on IT, infrastructure and business processes.
- Worked with product owners to effectively manage product backlogs, plan sprints and perform acceptance testing.

### **Projects:**

- **Payment System Upgrade:** Implemented PCI DSS compliant payment system for all 50+ U.S. branches.  
*Results:* Successful delivery of project increased IT-security, improved customer experience, and reduced transaction costs by over \$500K annually.
- **Fueling for New Branch:** Managed installation of an on-site fuel tank and management system for new branch including vendor selection, requirements analysis and budget.  
*Results:* Projected \$56K annual savings after three-year payback period.

## **PROCESS IMPROVEMENT ANALYST | Sixt Rent A Car | Fort Lauderdale, FL | July 2017 – Feb 2018**

- Presented audits of current processes to company executives and department heads.
- Performed root cause analysis and prepared reports to monitor progress of process improvement initiatives.

### **Accomplishments:**

- Improved the vendor selection process by establishing corporate SOP for evaluating the qualifications of potential vendors and subcontractors.
- Reduced repair costs by standardizing maintenance and repair procedures.

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## **Education**

### **FLORIDA ATLANTIC UNIVERSITY**

*Master of Business Administration: Entrepreneurship*

**Boca Raton, FL**

*April 2015*

### **UNIVERSITY OF CENTRAL FLORIDA**

*B.S. Interdisciplinary Studies*

**Orlando, FL**

*May 2012*

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## **Certifications**

<b>Project Management Professional (PMP) - 2243595</b>	Sep 2018
<b>Professional Scrum Master (PSM I) - 406519</b>	Oct 2018
<b>AWS Certified Cloud Practitioner - AWS01512934</b>	June 2020
<b>Certified SAFe Product Owner/Product Manager - 71495184-0698</b>	Sep 2020