

Alex Diamant

Plantation, FL ■ 954-980-1901 ■ alextdiamant@gmail.com ■ [LinkedIn](#) ■ Portfolio: alextdiamant.github.io/portfolio

BUSINESS ANALYST / PROJECT MANAGER

Data Integration ■ Enterprise Implementations ■ Infrastructure

- **Diligent and enthusiastic business analyst offering a proven record of success** optimizing business processes in the healthcare, hospitality and infrastructure technology industries.
- **Proficient in agile, Scrum and waterfall methodologies**; PMP, MBA, SAFe and Scrum Master credentials.

Skills Summary

Stakeholder Management	KPI Dashboards	Strategic Planning
Requirements Gathering	Tableau	Team Building
User Acceptance Testing	Jira	Client Relations & Presentations
Wireframing	Amazon Web Services	Business & IT Planning
Software Implementations	Visio	Vendor Management

Professional Experience

BUSINESS ANALYST | Johnson Controls | Boca Raton, FL | Mar 2021 – Current

- Lead Business Analyst on 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 | 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 | Envision Healthcare | Plantation, FL | Feb 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:** Led development team simultaneously integrate 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 technical solution 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.

- **Clinical Documentation Improvement:** Gathered user and technical requirements to produce interactive dashboard that highlights opportunities to improve coding.
Results: Enhanced the internal analytical capabilities business owners, clinical leaders and individual providers use to maximize revenue and claims reimbursement.
- **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 | Dec 2017 – Aug 2018

- Planned, directed, and coordinated complex projects focused on IT, infrastructure and business processes.
- Worked closely 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 – Dec 2017

- 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.

OPERATIONS ASSOCIATE | S2 Brands | Miami, FL | May 2015 – July 2017

- Led successful website re-platform launch and digital strategy to improve customer experience.
- Developed supply chain procedures to support 250% sales increase over two years in product category.
- Created Tableau dashboards that translated company data into insights related to consumer behavior, product performance, and pricing strategy.

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

Certifications

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