**Benjamin Currier**

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Objective

To obtain a challenging and rewarding career that will offer growth and advancements, as well as allow me to utilize my problem-solving skills, analytical nature and ability to learn and adapt quickly to their fullest.

experience

**Business Systems Analyst** 03/2019–Current

*Travelers Insurance Company – Bond and Specialty Insurance Saint Paul, MN*

* Responsible for gathering requirements from various stakeholders
* Neighbor communication in tandem with Product Owner/Team Lead/Architects/Business Stakeholders
* Perform analysis to determine the actual needs from stakeholders
* Bridge the gap between the Product Owner/Team Lead and IT/Dev technical team during Epic and Feature refinement
* Actively participate in Epic, Feature and User Story refinement sessions at the Product and Team levels
* Proxy to Product Owners/Team Leads and Scrum Masters
* Use Agile 2.0 methodologies
* Offer testing support
* Defect Triage

**Business Analyst** 09/2017–03/2019

*Ameriprise Financial Services – Cost Basis Clearing Team Shoreview, MN*

* Using LEAN methodology, focus on improving or re-inventing existing run the business processes
* Create new tools, reports and queries using Report Builder (SSRS)
* Consolidate and update existing processes and documents
* Test impacted applications when vendors release changes
* Review upstream and downstream process for impact to my team or from my team
* Build, test, train and implement new databases and queries/report
* Define scope, requirements, testing and metrics for new databases or when rebuilding existing
* Use Agile, Waterfall and Lean Principles and methodologies

**Business/Implementation Analyst** 04/2015–09/2017

*FISERV Output Solutions – PrePaid IA Team Shoreview, MN*

* Focus on projects for medium to large & complex clients, interfaces with partners and vendors and works on implementation, conversions and operational projects.
* Manage projects to expected delivery dates, managing relationships with partners and vendors to meet project objectives.
* Coordinate partner awareness on functionality as well as production issues as requested by Operations support teams and/or Information Technology teams.
* Setup and test new client and card programs, develop schedules, project plans, assignments, checklists, resource needs, time frames, and all elements required for conversion and implementation events.
* Perform necessary requirements discovery and prepare the necessary technical and business requirement specifications for programming or other impacted parties.
* Responsible for the overall health of the client’s implementation project which includes progress reporting, issues and risk identification and resolution.
* Accountable for assessing, analyzing, and implementing (testing) solutions in a timely and efficient manner.
* Provide Sharepoint Administration and user support for Business Unit site.
* MyCardCreation technical support for clients encountering issues using our vendor’s photo upload tool on their mobile and pc site platforms.

**Order Management Functional Analyst** 09/2013 - 04/2015

*Best Buy Corporate Campus - OM Capability Team Richfield, MN*

* Following Agile and Waterfall methodologies, provided End to End support of projects and initiatives that enhanced and optimized the customer ordering experience.
* Drove the strategic road map for customer order capabilities from creation through fulfillment, specifically for the Ship from Store and Small Parcel projects.
* Established people, process and technology solutions in support of all customer ordering channels relative to the projects I supported or directly impacted by my projects.
* Worked Cross Functionally with other internal business units to ensure their processes and workflows were not impacted negatively by my projects.
* Leveraged relationships to better understand overall end user experiences based on internal business team uses, needs and impacts for Core processing systems interacting with related project applications/systems/sites.
* Develop and execute User Acceptance Testing. Leverage Accenture resources to ensure test cycles (UAT, IPT and APT) are robust and thorough.
* Validated and approved defect fixes as they become available during UAT.
* Supported Project Patch and Defect Fix Releases related to SFS and Small Parcel projects post release into Production.
* Provided subject matter expertise for projects directly supported or had supported, such as Small Parcel, Mobile Plan SFS initiative and Streamline Order Processing.
* Member of the Engagement Committee for VP’s entire team.
* Sharepoint 2010/13 Site Admin.
* 2015 – Projects supported and driven brought in over $150 million in new revenue and reduced logistics costs.

**Credit Fraud Analyst** 09/2011- 09/2013

*Best Buy Corporate Campus -. Dotcom Fraud Richfield, MN*

* Responsible for review of bestbuy.com, customer care, partner or affiliate site originated orders for fraudulently placed, unauthorized or unwanted transactions.
* Enforce contract quantity limits and identify potential international and domestic reseller or unwanted activity.
* Discover potential weaknesses, redundancies and/or loop holes in rule-sets used to identify high risk order characteristics.
* Identify, test and present new tools to help the Fraud Team during order reviews and system Fraud Rule order processing.
* Validate cardholder and/or account holder identity using proprietary technology and established policies and practices.
* Consistently met or exceeded departmental expectations for performance.
* Work with peers in evaluating difficult orders for fraud, unauthorized use, etc…
* Identify fraud, re-shipper, reseller and negative order trends as they materialize and notify peers and management of discovery.
* Weekend Team Lead, Morale Committee Member and member of our Fraud Trends Team.

skills & Strengths

* Experience with SDLC (existing core program and new application enhancements) methodologies, for both local software, mobile based and web-based components.
* Followed Agile (including SCRUM), Waterfall, and Six Sigma methodologies.
* Certified **SAFe** Product Owner/Product Manager (**Scaled Agile Framework**)
* Application Knowledge: most MS Office Suite products.
* **Current user** of MS Visual Studio, MongoDB, MS Teams, Github, Pivotal, Swagger, RabbitMQ and SQL Server
* Prior user/SME of Order Management System (Web based: Yantra and Workstation based: Client), ClearQuest, RMS, SDI, JIRA, Governance Center, various IBM applications/UI’s.
* Provide HMTL5 and web support for third party (Gemalto) photo tool called MyCardCreation.
* SME using Viewfile and applications proprietary to FISERV.
* Familiarity with Sungard, FIS, EDI, BETA Host and other financial industry applications.
* Text Editing using Notepad++, PSPad, UltraEdit, etc…
* Learned end user intensive web-based applications, becoming a SME for most.
* Fast learner, constantly looking to grow and expand my knowledge, job skills and functional role within my assigned business unit.
* Consummate professional; interacts with and addresses all parties in a genteel, courteous and professional manner.
* Tech savvy, consistently looking for new and better technical ways to improve processes & role.
* Able to communicate effectively with different levels of organizational management.
* Ability to multi-task and prioritize projects and work well with others; Team Player.

Education

Banking Principals & Finance

*American Bankers Association Saint Paul, MN*

Barnes EMV Certification

*Fiserv Training* *Shoreview, MN*

Microsoft Sharepoint 2010 & 2013 Administrator *Richfield, MN*

*BestBuy Training*

GED

*Normandale Community College Bloomington, MN*

High School

*Prior Lake Senior High School Prior Lake, MN*