JEFF W

**SENIOR BUSINESS SYSTEMS ANALYST**

Results focused Senior Business/Systems Analyst with 16 years of experience utilizing methodologies such as Agile, RUP and Waterfall. Expertise developing business/system use cases, user stories, modeling requirements, cost/benefit analysis, fit-gap analysis, testing/validation and producing all relevant artifacts. Project experience within the following domains: manufacturing and quality systems, transportation & logistics, finance, government, management-consulting and software development. Characterized by executives, colleagues, and customers as having:

Great analytical, technical, communication and leadership skills.

Meets/exceeds goals and objectives on-time and under budget.

Extensive knowledge of SDLC methodologies and process improvement initiatives.

**PROFESSIONAL EXPERIENCE**

**VW CREDIT, INC.**  **Oct. 2012 – Curent**

*Senior Business Systems Analyst Consultant*

* Completed numerous projects on-time and under budget with minimal change orders and successful implementations. To summarize the projects completed:
  + Implementation of an automated call monitoring solution that effectively and efficiently monitors and captures calls, as well as screens processing activities that will provide meaningful and actionable information and process improvement opportunities to the management team and staff.
  + Implement a solution to identify the ‘ideal’ auction network. The model would provide cost analysis to include a location’s optimal capacity (volume), effects of an increase or decrease in the vehicle inventory at these auction sites, and forecast to which auction site assignment would garner highest returns, based on measurement of market capacity and bid history.
  + Conduct vendor analysis to select a new vendor for vehicle title administration. The vendor stores, maintains, and releases these titles to payers, based on action requests sent to the vendor.
  + Performed Gap analysis activities for the implementation of a large company wide CRM system. This included requirements for many interfaces to existing systems, as well as data mappings and file layouts.
* For all projects conducted stakeholder analysis, facilitated and elicited requirements sessions, documented all requirements artifacts and conducted requirements document reviews and approvals.
* For projects where a new vendor needed selected, conducted vendor analysis activities, coordinated vendor demos, organized ‘apples to apples’ cost comparisons based on similar functionality and made final recommendations to management and stakeholders.
* Utilized various modeling techniques such as business process flows, technical systems diagrams, use cases, user stories and data flow diagrams.
* For some projects, drafted data design documents, file layouts and mappings, screen wireframes, conducted cost/benefit analysis and authored test cases.

JEFFREY WORLEY

**PROFESSIONAL EXPERIENCE - CONTINUED**

**NAVISTAR INC.**  **Feb. 2012 – Sep. 2012**

*Senior Business Systems Analyst Consultant*

* Facilitated SCRUM and requirements/elicitation sessions for multiple projects and completed all requirements artifacts which were approved by the governance committee.
* Completed high level process flows as well as BPMN diagrams for the ‘as-is’ and ‘to-be’ states for multiple projects.
* Authored scope/vision documents for multiple projects and outlined benefits, ROI, risks, constraints, business case and justifications.
* Aligned requirements to overall company IT strategy which included SOA and web services.
* Evaluated multiple solutions and selected a vendor software solution for the SQMPS (Supplier Quality and Management Performance System). This projects goal is to utilize industry standards and best practices for SREA, APQP, PPAP and CAPA to ensure only approved products make it to assembly.
* Recommended in-house solution utilizing existing software and services for the Defense Purchasing Compliance project. This included complying with security requirements for ITAR documents, images and engineering specifications.
* Evaluated other existing and in progress projects to identify synergies between them and the projects I was assigned in order to combine efforts and reduce duplicative efforts.
* Communicated project requirements and technical details to enterprise architecture and development teams.
* Created technical architecture documentation with multiple solution analysis and recommended solution.
* Created SharePoint 2010 sites to maintain all project documentation and artifacts.
* Engaged multiple subject matter experts in order to define all system interfaces and data interfaces required for multiple projects. Utilized existing data feeds whenever necessary as discovered during analysis efforts.

**DELOITTE INC.** **Nov. 2010 – Dec. 2011**

*Senior Business Analyst Consultant*

* Completed multiple projects for their consulting division involving data migration (ETL), business intelligence, report specifications, CRM and risk assessment.
* Utilized multiple methodologies including Agile (SCRUM), Iterative (RUP) and Waterfall for project activities and artifacts including scope/vision documents, requirement specifications, technical specifications, use case catalogs and test cases.
* Scheduled, managed and facilitated all requirements gathering, eliciting, JAD and review sessions.
* Created BA work breakdown structures (WBS) for each project and validated against overall master project plans (in MS Project).
* Conducted ‘as-is’ and ‘to-be’ activities (Fit Gap) involving migration of existing applications to MS SharePoint and MS SQL Server for collaboration and reporting.
* Business intelligence (BI) activities involving report specifications, data modeling, data dictionary and user interface prototyping.
  + Involved with the development of a new report generation tool (IndustryPrint 5) for consultants to effectively model, report and create consulting client artifacts. Included JAD sessions, wire framing, report specifications and solution prototyping.
  + IndustryPrint 5 recently won an innovation award at Process World August 2011.

JEFFREY WORLEY

**PROFESSIONAL EXPERIENCE - CONTINUED**

* Planned, coordinated, facilitated, communicated, traced and verified all business needs and requirements for all projects.
* Communicated all business needs and requirements to the architecture, development and QA teams as well as managing the traceability and feasibility of requirements.
* Provided recommendations for process improvement initiatives and aligned project requirements with strategic initiatives.
* Utilized various tools such as Visio, Rational Requirements Composer, Requirements Pro, HP Quality Center, ARIS Business Architect, SharePoint 2010 and Enterprise Architect.

**SALLIE MAE – ENTERPRISE SERVICES** **Feb. 2010 – Oct. 2010**

*Senior Business Analyst Consultant*

* Utilized various methodologies such as Waterfall and the Unified methodology (RUP) for various enterprise projects.
* Coordinated all analysis activities and authored artifacts for multiple concurrent projects including Scope/Vision, business/system requirements, technical requirements and traceability.
* Worked closely with the enterprise testing team to create/validate test scenarios.
* Managed requirements throughout the project lifecycle including the creation of requirements traceability matrixes.
* Acted as liaison between the enterprise services development team and the business in order to meet stakeholder expectations for various projects (small, medium and large).
* Created various project documentation including interface specification documents, wireframes (user-interface specs), business and system use-cases and training/user manuals.
* Utilized tools such as CA Clarity, Visio, MS Project, MS SharePoint and ReqPro for all project related documentation and deliverables.
* Consistently documented ‘lessons learned’ and process improvement ideas for each project completed.

**STATE OF INDIANA – FSSA Jul. 2008 – Feb. 2010**

*Senior Business Analyst*

* Authored and implemented all BA work products for the Rational Unified Process (RUP) including all requirements discipline templates, examples and instructions.
* Requirements lead for the Software Engineering Process Group (SEPG) for the State which reviews and approves all requirements templates and deliverables.
* Gathered, elicited, documented, reviewed and updated business and system requirements for system and policy projects throughout many divisions within the State.
* Conducted project management activities and utilized Microsoft SharePoint to control all documents and project deliverables. This included creating custom SharePoint sites for various State agencies and projects.
* Created user manuals, PowerPoint presentations, operations manuals and conducted end-user training as needed.
* Created and validated test cases that directly traced back to requirements and business objectives.

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**PROFESSIONAL EXPERIENCE - CONTINUED**

* Responsible for oversight of BA activities, SDLCs and artifacts by large State vendors such as EDS (HP), ACS, Anthem and MDWise.
* Performed gap analysis, cost/benefit analysis, current-state, future-state, and process improvement initiatives.

**AIR ROAD EXPRESS Aug. 1996 –Dec. 2007**

*Business Analyst/ BI Developer*

* Utilized IBM Rational Rose toolsets to design UML models and use cases for the application developers.
* Analyzed and documented business functional processes, databases and database code from our current transportation and logistics management system (TMS) and identified constraints and weaknesses.
* Interviewed end-users and managers to gather system requirements and design specs for the implementation of a new transportation and logistics management system.
* Designed process flow-charts and diagrams for new supply chain/logistics startup projects with clients and integrated into the project plan.
* Performed all testing functions related to new systems and change orders as required.
* Created and updated application documentation for the training of customers and end-users.
* Responsible for training end-users on the transportation management system, Oracle Discoverer analytical reports and the Oracle Application Express applications.
* Organized group sessions to discuss requirements and system specs with business users and developers.
* Aligned business requirements within the scope and long-term goals and strategies of the company.
* Analyzed and implemented Oracle Discoverer for BI reporting and metrics.
* Analyze, design, test, implement, and maintain Oracle Application Express web applications – including the design of the back-end database objects, schemas, models and relationships. This included a business intelligence dashboard for executives and managers that updated in real-time.
* Was the ISO 9001:2000 Project Manager spearheading efforts to attain ISO 9001 quality accreditation. This included the creation of Level I and II documentation in the form of a web based intranet site accessible by all personnel in Management and Operations.
* Responsible for the full implementation of the Quality System in the company, including training of all personnel within the ISO scope.
* Successfully completed the registration audit and attained ISO 9001:2000 accreditation.

JEFFREY WORLEY

**SKILLS**

* Strong technical writing skills for requirements, systems design, modeling and training/help documentation.
* Experience leading and executing process improvement efforts utilizing BPM software (Bonita Open Solution, Enterprise Architect) and models (BPMN).
* Proven business analysis skills with an emphasis on requirements traceability and validating that solutions exceed stakeholder expectations.
* Experience analyzing existing legacy systems and recommending application solutions versus in house development.
* Extensive knowledge of application development and the SDLC – including Agile (SCRUM), RUP, Iterative and Waterfall.
* Application development project management experience for small and large projects utilizing MS Project 2007.
* Great communication skills with ability to organize and facilitate group meetings, SCRUM sessions, and JAD workshops leading to effective and clear goals.
* Experience creating a wide variety of models including UML, database design, workflows, concepts, and wire-framing (UI mockups).
* Extensive database and ETL experience with Oracle and MS Access to design dashboards, databases, forms, reports and business intelligence applications.
* Over 10 years of experience using Microsoft Office, Project, PowerPoint and Visio.
* Proven testing strategies including writing test plans, test scripts and executing/validating user acceptance testing criteria.
* Expert knowledge with many software packages including Rational Requirements Composer, Enterprise Architect, Methods Composer, Planview, Jama Contour, Clarity, HP Quality Center, TOAD, and many others.
* Experience creating Microsoft SharePoint sites for document management, project management, discussion forums and collaboration solutions.

**EDUCATION & AFFILIATIONS**

Purdue University – A.S. degree, Computer Technology

International Institute of Business Analysis (IIBA) – Member

ETI Performance Improvement – 2 day certification course (Effective Facilitation Skills)

