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| **Mark Winter** | |
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| **Phone**: | +12144483005 |
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| **Home**: | - |
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| **Email**: | markleonwinter@gmail.com |
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| |  |  | | --- | --- | | Resume Headline: StructuredProfile-2b0630f5-60d8-4626-b508-1d0d19b078ba | Resume Value: n3wkgr99dd47yw6r | |
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| OBJECTIVE: | Focused Sr. Business Systems Analyst / Product Owner experienced in designing and developing system enhancements based on data-driven approaches. Keep systems operating at peak levels to meet expected demands. Correct issues with analytical, organized, and systematic approaches. |
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| EXPERIENCE: | 8/2024 - Present | TAO Digital |  |
|  | **Sr Business Systems Analyst** | | |
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|  | ● Understand and document business system needs and priorities from Client Product & Engineering teams and other stakeholders ● Utilize data queries, reporting and analysis to recommend solutions that build efficiencies, eliminate manual processes, and support strategic, operational needs Gather and document data consumption, pipeline, and onboarding requirements for the platform engineering team ● Key member of the Data Governance Committee to produce and maintain usable, trusted, and secure data, ensuring legal and ethical compliance | | |
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|  | 10/2023 - Present | MSTV Consulting |  |
|  | **Senior Business Systems Analyst** | | |
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|  | \* Managed various aspects of Spectrum/Shaw systems for Flagship Credit Acceptance, including implementing changes, testing solutions, and providing ongoing support using a range of tools.\* Gathered and documented business requirements for both system enhancements and new implementations, while collaborating closely with development teams to design and implement changes effectively.Skills Used: SQL queries, Data Mapping, Data Analysis, Data and System workflow diagramming, Use Case and User Story development, QA.Applications Used: Target Process, MS SQL Server Management Studio, Excel, VISIO, Microsoft Project, Power BI, SharePoint, Spectrum/Shaw | | |
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|  | 3/2020 - 10/2023 | Capital One |  |
|  | **Business Systems Analyst Product Manager** | | |
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|  | \* Shaped product strategy by using insights from both internal and external customers.\* This included identifying and confirming customer requirements to innovate and enhance internal products.\* Taking ownership of the entire product lifecycle, assessed user experience insights, and business impact data to drive value, outcomes, and manage risks.\* Led efforts to incrementally enhance the eCommerce website, ensuring it evolved continuously to meet evolving user needs.Skills Used: Use Case and User Story development, Definition of Done development, Sprint Planning, Sprint Management, daily standup oversite, SQL queries, Data Mapping, Data Analysis, Data and System workflow diagramming, QA, drove UAT.Applications Used: Jira, Confluence, SharePoint, MS SQL Server Management Studio, Snowflake, Excel, VISIO, Microsoft Project, Shaw, Glia, Tableau, AWS, Rules Engine. | | |
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|  | 5/2019 - 2/2020 | Sympo |  |
|  | **Solutions Architect** | | |
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|  | \* Managed Projects (Agile and Waterfall)\* Designed solutions, including QuickBase, integrations, and custom web development.\* Built complex QuickBase solutions (Formulas, relationships, JavaScript buttons, HTML, webhooks, etc.)\* Technical Sales participation.Skills Used: Requirements Elicitation, Data Mapping, Data Analysis, Data and System workflow diagramming, Test Scenario development and execution, technical sales participation.Applications Used: Excel, VISIO, PowerPoint QuickBase | | |
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|  | 12/2018 - 5/2019 | TOYOTA |  |
|  | **Business System Analyst** | | |
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|  | \* In a SAFe environment, analyzed business needs to create precise technical requirements, aligning technology with operational strategies.\* Developed detailed user stories, acceptance criteria, and definition of done to facilitate cross-functional collaboration and expedite project execution.\* Translated business requirements into clear technical specifications, while streamlining development processes to ensure effective project implementation.\* Collaborated within agile teams to accelerate project timelines and improve collaboration.Skills Used: SharePoint development, Requirements Elicitation, SQL queries, Data Mapping, Data Analysis, Data and System workflow diagramming, led stand ups, User Story development,Applications Used: Jira, Confluence, SharePoint, Excel, VISIO | | |
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|  | 5/2016 - 11/2018 | Intuit |  |
|  | **Lead Data Analyst** | | |
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|  | \* Documented detailed business requirements that mapped the transition from existing processes to desired future states, ensuring alignment between stakeholder expectations and project deliverables.\* Utilized advanced financial data analysis to identify critical areas for operational improvement, leading to enhanced process efficiency and cost savings.\* Spearheaded the creation of advanced workflow and reporting tools, reducing manual work, and enhancing data accuracy within both Salesforce and QuickBase platforms.Skills Used: Lead Business Analyst for finance, Requirements Elicitation, Data Mapping, Data Analysis, Data and System workflow diagramming, QuickBase development.Applications Used: Jira, Confluence, Excel, VISIO, QuickBase | | |
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|  | 5/2015 - 5/2016 | JCPenney |  |
|  | **Business Analyst II** | | |
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|  | \* Operated within a hybrid Agile and Waterfall framework, conducting daily scrums with engineering teams to oversee activities leading up to deployment.\* Rapidly grasped the intricacies of complex store infrastructure environments and analyzed over fifty applications to determine their requirements for virtualization.\* Conducted validation testing on JCPenney's eCommerce website, ensuring flawless functionality, and delivering an optimal user experience.Skills Used: Requirements Elicitation, application discovery, Unit testing, daily standup oversite, virtual environment research, post implementation testing, store visits / UAT oversite, handheld discovery.Applications Used: Jira, Confluence, Excel, VISIO, PowerPoint, POS, VMWare | | |
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|  | 1/2010 - 5/2015 | Intuit |  |
|  | **Lead Business Analyst** | | |
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|  | \* Effectively managed multiple projects of diverse scales and complexities concurrently, while also serving as a scrum master, guiding engineers through the transition from Waterfall to Agile methodologies\* Facilitated the onboarding process for sales and marketing teams onto Salesforce (SFDC) CRM and used Salesforce Marketing Cloud to configure and implement marketing campaigns.\* Lead a team of business analysts and functioned as a liaison between IT and business stakeholders, ensuring seamless communication and alignment between the two.Skills Used: Project Management, requirements elicitation, software configuration, software testing, web portal testing, IVR flow design, workflow diagramming, IT/Business liaison, Scrum Master, User Story Development, Agile ceremonies oversite, built and maintained QuickBase applications.Applications Used: Jira, Confluence, QuickBase, Excel, VISIO, PowerPoint, SharePoint, NICE, Siebel, SalesForce, KM, MicroStrategy, Oracle KM, OBIEE, Interactive Intelligence, CITRIX, Toad | | |
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| EDUCATION: |  | University of Redlands |  |
|  | **Bachelor's Degree** | | |
|  | BS BusinessUniversity of RedlandsPROCESS IMPROVEMENT METHODOLOGIES\* Lean Six Sigma\* Toyota Production System (TPS)\* Continuous Improvement Process | | |
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|  |  | Southern Methodist University |  |
|  | **Master's Degree** | | |
|  | MBASouthern Methodist University (SMU) | | |
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| CERTIFICATION: | \* QuickBase App Builder |
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|  | \* QuickBase App Builder |
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|  | \* Agile Fundamentals (Expired) |
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|  | \* Agile Fundamentals (Expired) |
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|  | \* Project Management Professional (Expired) |
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|  | \* Agile Fundamentals |
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| SKILLS: | **Skill Name** | **Skill Level** |
|  | Microstrategy | Unspecified |
|  | Tableau | Unspecified |
|  | Data Mapping | Unspecified |
|  | USE Cases | Unspecified |
|  | Testing | Unspecified |
|  | SQL (Structured Query Language) | Unspecified |
|  | Business Solutions | Unspecified |
|  | Acceptance Testing | Unspecified |
|  | Systems Administration/Management | Unspecified |
|  | Power BI | Unspecified |
|  | Atlassian JIRA | Unspecified |
|  | Product Strategy | Unspecified |
|  | Sprint Planning | Unspecified |
|  | Agile Programming Methodologies | Unspecified |
|  | HTML (HyperText Markup Language) | Unspecified |
|  | Technical Sales | Unspecified |
|  | Test Scenario | Unspecified |
|  | Web Programming | Unspecified |
|  | Project Execution | Unspecified |
|  | User Interface/Experience (UI/UX) | Unspecified |
|  | Amazon Web Services (AWS) | Unspecified |
|  | Product Lifecycle | Unspecified |
|  | Cost Control | Unspecified |
|  | Data Quality | Unspecified |
|  | Scrum Project Management and Software Development | Unspecified |
|  | Mobile Devices | Unspecified |
|  | Unit Test | Unspecified |
|  | Citrix Product Family | Unspecified |
|  | Customer Relationship Management (CRM) | Unspecified |
|  | Team Lead/Manager | Unspecified |
|  | Marketing Campaign | Unspecified |
|  | Oracle Business Intelligence Enterprise Edition (OBIEE) | Unspecified |
|  | Onboarding | Unspecified |
|  | Project/Program Management | Unspecified |
|  | ScrumMaster | Unspecified |
|  | Software Configuration Management | Unspecified |
|  | Internet Portal | Unspecified |
|  | Analysis Skills | Unspecified |
|  | Business Continuity Planning (BCP) | Unspecified |
|  | Continuous Improvement | Unspecified |
|  | Project Management Professional (PMP) | Unspecified |
|  | Toyota Production System (TPS) | Unspecified |
|  | Semantic Reasoner | Unspecified |
|  | Customer/Client Research | Unspecified |
|  | Test Plan/Schedule | Unspecified |
|  | Waterfall Model of Software Development | Unspecified |
|  | Operational Strategy | Unspecified |
|  | Requirements Management | Unspecified |
|  | Cross-Functional | Unspecified |
|  | Process Development | Unspecified |
|  | Needs Assessment | Unspecified |
|  | Web Testing | Unspecified |
|  | Software Administration | Unspecified |
|  | Voice Response Systems | Unspecified |
|  | Cloud Computing | Unspecified |
|  | Environmental Research | Unspecified |
|  | Validation Testing | Unspecified |
|  | Mobile Applications | Unspecified |
|  | Virtualization | Unspecified |
|  | Application Builders | Unspecified |
|  | System Operations | Unspecified |
|  | Technical Strategy | Unspecified |
|  | Process Costing | Unspecified |
|  | Operational Improvement | Unspecified |
|  | Standup Meetings | Unspecified |
|  | Software Testing | Unspecified |
|  | Financial Analysis | Unspecified |
|  | quality control | Unspecified |
|  | quality assurance | Unspecified |
|  | Finance | Unspecified |
|  | Engineering | Unspecified |
|  | Oracle | Unspecified |
|  | Microsoft SQL Server | Unspecified |
|  | Microsoft SharePoint | Unspecified |
|  | Siebel | Unspecified |
|  | Microsoft Excel | Unspecified |
|  | Microsoft Visio | Unspecified |
|  | Microsoft Powerpoint | Unspecified |
|  | Microsoft Project | Unspecified |
|  | Quest Software TOAD | Unspecified |
|  | Vmware | Unspecified |
|  | Systems Analysis | Unspecified |
|  | Data Analysis | Unspecified |
|  | Business Analysis | Unspecified |
|  | Team Player | Unspecified |
|  | Consulting | Unspecified |
|  | Leadership | Unspecified |
|  | Organizational Skills | Unspecified |
|  | multitasking | Unspecified |
|  | eCommerce | Unspecified |
|  | Product Management | Unspecified |
|  | Marketing | Unspecified |
|  | Process Improvement | Unspecified |
|  | Risk Management | Unspecified |
|  | salesforce.com | Unspecified |
|  | Sales | Unspecified |
|  | Lean Six Sigma | Unspecified |
|  | JavaScript | Unspecified |
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| LANGUAGES: | **Languages** | **Proficiency Level** |
|  | English | Intermediate |
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| |  |  | | --- | --- | |  |  | | Current Career Level: | Experienced (Non-Manager) | |  |  | |  |  | | Years of relevant work experience: | More than 15 Years | |  |  | |  |  | | Work Status: | US - I am authorized to work in this country for any employer. | |  |  | |  |  | | Active Security Clearance: | None | |  |  | |  |  | | Citizenship: | US citizen | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | |  |  |  | | --- | --- | --- | |  |  |  | | Target Job: | **Target Job Title:** | Business Systems Analyst | | |  | | |  |  |  | | --- | --- | --- | |  |  |  | | Target Company: | **Category:** | Other  IT/Software Development | | |  | | |  |  |  | | --- | --- | --- | |  |  |  | | Target Locations: | **Selected Locations:** | US-TX-Dallas | |  |  |  | |  | **Relocate:** | No | |  |  |  | |  | **Willingness to travel:** | Up to 25% travel | |  |  |  | | |