Noreen Bousquet

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**Objective**

Seeking a Senior Business Analyst or Project Manager position that will utilize my strong analytical and results driven skills that will ensure a project makes its target date.

**Summary**

* 15+ year’s successful experience in insurance/financial industry with recognized strengths in business analysis, documentation, customer service, training, trouble-shooting, product implementation, and planning/implementing proactive procedures and systems to avoid potential problems.
* Expertise facilitating meetings with subject matter experts and technical analysts in order to develop work flow diagrams and business specifications to document both current and future business processes.
* Process driven philosophy on all workflows. When there is a problem, lets first look at the process to determine if it can be refined in order to better meet our customers’ expectations.
* Main focus has been requirements gathering for process streamlining and implementation of new commission, workflow automation and accounting systems.
* Ability to transform requirement specifications and business rules to develop use cases for testing.
* Excellent working knowledge Microsoft Office 2010 Suite of products including VISIO, EXCEL, ACCESS, MS Project as well as Crystal Reports, CLARIZEN. Familiar with Quality Center and FASTTRAK project management tools as well.
* Ability to analyze current state system and workflows in order to come up to speed quickly.
* Strong understanding of ACORD schema of standards and XML testing.
* Expertise with CSC systems such as: Performance Plus, Bonus Workbench, Comp Designer, Vantage (test environments & production), TSO and SAR reporting tools.
* Developed detailed test plans-data with expected results through on-line and batch testing, and worked closely with business people to prepare and process standard and non-standard exhibits and reports for the customers and field personnel.
* Ability to work with all levels of users, customers, managers, subject matter experts and technical individuals including working through difficult situations in order to achieve successful outcomes.

**Professional Experience**

**Lincoln Financial Group, Hartford, CT, Consultant 2011-present**

Sr. Business Analyst

* Lead BA/PM for the selection and reorganization of division metrics by the Implementation of new work management tool, AWD. Facilitated several LEAN events and JAR sessions with individual units to bring the entire Producer Solutions division together with one tool.
* Developed and implemented monthly dashboard reports as well as detailed reporting for Producer Solutions Teams.
* Key Crystal Reporting resource for production requests.
* Manage and Implement CRL requests from our business partners.
* Department Representative for strategic initiatives including Business Contingency Planning and Business Records Retention projects.

**Phoenix Life Insurance Company, Hartford, CT 2001-2009**

Vendor Relationship Manager2008-2009

* Worked with several outside vendors such as *ExamOne, Superior Mobile Medics, Examination Management Services* and *Hooper Holmes/Portamedic* to integrate reporting systems using ACORD standards within a new reporting system for Phoenix.
* Facilitated meetings with subjects matter experts and technical analysts of outside vendors in order to develop workflow diagrams, project plans, business requirements, technical specifications, test cases, test plans.
* Managed the implementation of multiple projects simultaneously in order to enable Phoenix to take a snapshot of each vendor and compare services, pricing and service standards.
* Designed database to store all information received from outside vendors. Developed several worksheets through Crystal Reports and ACCESS reporting tools.

Distribution Admin Business Analyst2003-2008

* Business Lead for new/re-priced Products. Created business requirements/detailed test plans for compensation/commission to producers/distributors/broker dealer.
* Represented the Business Community. Liaison between Business and IT in regards to producers/distributors/broker dealers commission and compensation on Production Support Items.
* Business Lead on #1 project of the Company which successfully updated the Performance Plus system from version 1.5 to 7.0. The Performance Plus system is a critical system for calculating/paying compensation out to field personnel/broker dealers. It holds over 100,000+ records.
* Determine business and user needs, document requirements and translate into proper requirements specifications, allowing for business changes of the application to the current and future business environment
* Developed several business requirements and workflows as both subject matter expert and BA for review with CSC.
* Obtained training at CSC in West Hartford, CT. Ensure understanding of new features to be included in all the requirements.
* Key contact for CSC to create business requirements, review benchmark test cases, work with IT to ensure business requirements were met.
* Created User Acceptance Test plans and perform testing. Created detailed test conditions for all phases of testing. Validation testing as well as record and report test results for Business, Acceptance and End to End testing.
* Develop training plan as well as training materials for all business users on the new enhance functions.
* Review policy changes/enhancements in Admin system (Vantage, AdminServer) and all downstream systems. Review TSO queries, created and review crystal report and SQL queries and system generated reports to ensure all data was received correctly in Performance Plus and all downstream systems and reports.
* Mentored and trained Corporate and Business Personnel on system (Vantage, Performance Plus, BW) or product knowledge (Life, Variable Life, Annuities).

Distribution Admin Consultant2001-2003

* Business Lead on commission project which converted over 70,000 agent's/distributor's data from an older mainframe system to CSC’s Performance Plus system. The Performance Plus system is a critical system for paying compensation out to field personnel/broker dealers. Project was over a year.
* Defined business scope and objectives based on user needs, business community and industry requirements
* Recommend system enhancements and help determine new workflow.
* Analyzed, defined, evaluated and documented business needs for the largest producer database. Trained business personnel.
* Gathered requirements from subject matter experts and write business specifications for new projects and enhancements.
* Created test plans, expected results through on-line and batch testing for enhancements and new developments for batch jobs and on-line screens keeping in mind both Vantage and Adminserver as the administrative systems for policies being issued.
* Identify, research, analyze and resolve problems discovered through acceptance testing process
* Run crystal report queries for adhoc reports and troubleshooting user problems
* Validate, record and report test on-line and reports results in Systems, Acceptance and End to End testing.
* Prepared test data for on-line and batch testing.
* Retest defects and record results then track test results against business requirements.
* Meet with business people to confirm all business requirements have been tested.
* Assist with preparation of production releases and production support.

Distribution Analyst2001

* Key Account Manager in regards to compensation for all products (Life, Variable Life, Variable Annuities) for major broker dealer distributor.
* Contracted new wholesalers, producers, distributors for company.
* Tested and validated "service request" before being implemented to production
* Managed and distributed work to co-workers through the AWD system.
* Developed Reports with AWD system
* Lead implementation BA for the Financial Team integration of AWD for workflow management of all inforce policy transactions to assure 24-hr turnaround time standards met.