

# ROBERT SMITH

## Business Analysis Consultant

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### SUMMARY

Project Consultant / Business Analyst with over 8 years of enterprise level experience including extensive work in call center environments. Acted a liaison between technology and business partners to communicate needs and requirements. Responsible for proactive Monitoring of end-to-end processes for the entire Contact Center environment.

### CORE COMPETENCIES

Business Analysis, Data Analysis, Marketing Research, Report Writing, Process Improvement, Gap Analysis, Project Management, Data Visualization, Client Loyalty, Research Panel Management, Online Surveys, Vendor Management, Website Development, Excel, Tableau, Sparq, SPSS, Visio, SQL, JIRA

### PROFESSIONAL EXPERIENCE

#### Business Analysis Consultant

Wells Fargo (Contractor) - May 2015 – Present

##### Key Deliverables:

- Acts as a liaison between client area and technical organization by planning, conducting and directing the analysis of complex business strategies and enhancements to be solved with existing and new contact center technologies.
- Work with business contacts to define and document business and functional requirements for contact center cti solutions.
- Utilize knowledge of genesys cti, ivr, nice call recording, avaya, and cisco icm platforms to shepherd projects through the development life-cycle.
- Work closely with development, quality assurance and production support, managing sdlc touch points between all groups.
- Additional responsibilities include cost analysis, vendor management, capacity planning, resource utilization, coordination of user acceptance testing and comprehensive documentation for project deliverables and status reporting.
- Thorough understanding of contact center disciplines, industry trends, business drivers and benefits of contact center technology and the ability to communicate these to applicable partners and leaders.
- Knowledge of business analysis and project management methodologies as well as genesys. Responsible for continuous workflow management, process health, business governance, forecasting analysis and accomplishment status reporting.

#### AVP, Operations Project Consultant

Bank Of America - July 2011 – November 2014

##### Key Deliverables:

- Gathered and document business and functional requirements for contact center cti solutions.