

# ROBERT SMITH

## Business Analyst (Consultant)

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### SUMMARY

Business Analyst with over 5 plus years of experience in the Information System industry. Where in 4+ years of experience as Business Analyst in Manufacturing, Communication Media & Entertainment (CME) and Financial Services & Insurance (FSI). Seeking a challenging environment and a challenging role that encourages continuous learning, provides exposure to new ideas, people, and places. Stimulates and recognizes personal and professional growth.

### CORE COMPETENCIES

Microsoft Office, MS-Office, MS Visio 2010, Backend Database: Oracle 9i, MS SQL 2000 Software, PHP, ASP, ASP.NET, C#, SQL Server, Snag Editor & UML Project Tools: Caliber RMT, Application Lifecycle Management(ALM), MS Projects 2010

### PROFESSIONAL EXPERIENCE

#### Business Analyst (Consultant)

ABC Corporation - December 2010 – May 2015

##### Key Deliverables:

- Develop a hassle-free and more reliable payment gateway for shells customers responsibilities as a business analyst, gain an understanding of the customers current business processes, business requirements, current and proposed systems, and new system design.
- Documenting the business requirements and prepare step by step use cases to facilitate project team and testing team to understand functional requirements.
- Acting as the liaison between the business users, customer, subject matter experts, project managers, and the technical team members.
- Providing support to the Project Manager, Business Development team, in customer presentations.
- Elicited user and system requirement, created test cases and performed UAT for ongoing enhancements.
- Performed extensive data mapping, transformation rule creation to identify the source of records and gap analysis required for ETL layer of a request-response service.
- Partnered with business users to gather all requirements to formulate business specifications and translated those into business functionality.

#### Business Analyst - Manufacturing Domain

ABC Corporation - August 2010 – November 2010

##### Key Deliverables:

- Gained an understanding of the customer organization, business processes, business requirements, current and proposed systems and new system design.
- Performed requirements gathering and conducting design sessions with key customer personnel.