

Heinrich Klaasen

Senior Business Analyst

City, State
000-000-0000
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Accomplished Business Analyst offering over 10 years of experience driving revenue by analyzing, documenting and helping with the implementation of holistic software solutions. Creative and dynamic problem solver with proven expertise in consistently delivering above expectations. Adept at working under stress and with short timelines to consistently achieve goals both as a cross-functional team member and individual contributor.

Work Experience

Majesco

2015-05 - Present

Senior Business Analyst

- Consulting and overseeing the delivery planning and delivery execution and customer relationship management.
- Leading the required documentation and solution design.
- Authoring and helping to implement more than 90 complex system requirement.
- Managing system changes and new initiatives worth approx \$5 million/year, for last several years.
- Conducting system usage and functional gap analysis for London, New York, Chicago, and Houston stations.
- Formulating profitability business cases to allow leadership to choose the right initiatives.

Valdez International Corporation

2013-03 - 2015-04

Senior Business Analyst

- Collected and data analyzed trend about KPI (key performance indicator) from all function in operations such as the cost, over time, line utilization, yield, actual production.
- Found relative of data and identify process bottlenecks.
- Led cross-functional teams to analyze and understand the operation impacts.
- Found the way to improve and set up an action plan with cross-function.
- Followed up the status of the action plan and tried to control them.

NTT DATA, Inc.

2008-08 - 2013-02

Business Analyst

- Assisted and provided support to the stakeholders during the implementation of the product within agreed timelines.
- Performed the user acceptance testing (UAT) and user training as part of implementation to ensure a better customer experience.
- Managed a team of 5 technical team members in line with the company's policy and procedures.
- Organized and supervised the team to achieve the targets.
- Managed the change initiative programs with the help of the team.
- Maintained all the records of the process and projects as part of the documentation.

NTT DATA, Inc.

2006-06 - 2008-07

SAP Consultant

- Monitored daily BW uploads and Jobs, re-peat scheduled jobs when daily uploads were delayed, resolved several issues during uploads.
- Customized and managed modeling of BW to meet the business requirements.
- Designed Process Chains to run data validation before loading Excel files and to load delta load from legacy or R3 sources.
- Efficiently used Data Services Management Console to schedule and execute jobs, controlled repositories and perform metadata reporting.
- Created complex Jobs, Work Flows, Data Flows, and Scripts using transforms to load data from multiple legacy sources into the desired target.

Education

University of Texas

2003 - 2005

Master of Science in Business Administration

University of Texas

2000 - 2003

Bachelor of Science in Business Administration

Skills