James Coons, Business Analyst, Data Analyst

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Professional Profile

Solution-Driven Business Analyst with TWENTY years of experience using analytical skills to solve "Big Picture" business problems and provide solutions. Strong design, organization, verbal and written communications skills and enjoy working as a team on projects. translating into business solutions.

Business Analysis (20+ years)

- Gathered customer requirements and performed User Acceptance Testing.
- Created Automated system per Customer's business processes.
- Created websites for Customers.
- Created User Manuals and Documented websites.
- Created training materials, taught classes on workflows, company standards and English language skills.
- Communicated remotely with Programmers in the Pentagon and India.

Data Analysis (20+ years)

- Improved management decisions by creating a dashboard of schedules, driving history and route data.
- Imported and Transformed customer data.
- Created Reports for Customers.
- Designed "web-scraping" techniques to extract website data.
- Created workflows for Customers.

Savings

- **Saved $3,000** on a data conversion projects using my ProSpec tool, a reduction of 75% (**MDC**).
- **Saved $2,500** by recovering 6 weeks of data from a corrupt insurance file (**CDSI**).
- Decreased Costs by tracking driver speed, fuel usage, excessive idling and On-Time history (**Ryder**).
- Improved logistics by reverse-engineering existing System to create a new web-based logistic application (**SSB**).
- Improved efficiency and accuracy by creating a Smart Search system to find customer records (**NSN**).
- Improved speed and accuracy of Customer's systems by creating a more modern system (**SSB**).

Skills Summary

- Access, Excel, Word, Visio, VBA, SQL, T-SQL, ETL, SSMS, SSRS, SSIS, UAT, FTP, KPI, dashboards
- Agile, SDLC, JAD, SCRUM, SPRINT, Waterfall, Basic JavaScript, CSS, HTML 5
- Documentation, Functional Requirements, Use Cases, Test Cases, Test Plans
- Training, Presentations, Visual Studio, FrontPage, InfoPath, SharePoint, Nintex Workflows

Professional Experience

Algebra Tutor (Freelance)	(private, 68 hours)	Louisville, KY	02/2020 to 06/2020
Business Analyst (Freelance)	American Airlines, Nat. Supply Network	Louisville, KY	10/2017 to 03/2020
Business Analyst	Ryder Integrated Logistics	Georgetown, KY	02/2015 to 06/2015
Business Analyst	U.S. Department of Defense (SSB)	Lexington, KY	08/2011 to 06/2014
Business Analyst / Contractor	Core Logic	Louisville, KY	12/2010 to 04/2011
Business Analyst (Freelance)	Various Clients	Louisville, KY	04/2010 to 12/2010
Business Analyst	Quilogy	Louisville, KY	07/2008 to 01/2010
Website Designer	Chile Mission	Santiago, Chile	01/2005 to 08/2006
Business Analyst	Master Data Center	Southfield, MI	04/1995 to 10/2004
Business Analyst	Dept of Defense (CDSI)	Indiana / Michigan	12/1991 to 03/1995

Other Experience

Lucky's Market	Culinary Associate	Louisville, KY	09/2017 to 02/2020
Red Carpet Inn	Front Desk Associate	Louisville, KY	12/2016 to 02/2017
Direct Insurance Marketing Assoc.	Life Insurance Interviewer	Louisville, KY	08/2016 to 10/2016
Temp Positions	Various Companies	Louisville, KY	08/2006 to 07/2008

Education

Associate's Degree, Info. Systems	ITT Technical Institute	Indianapolis, IN	
Bachelor's Degree, Management	Indiana Wesleyan University	Indianapolis, IN	