**Professional Profile f1**

**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, KY02/2020 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