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JASON FLEMING

OBJECTIVE

A challenging position combining requirements collection, solution analysis and process design and documentation that draws on my exceptional communication, organizational, analytical and design skills

SKILLS & ABILITIES

Outstanding analytical thinking and systems mindset

Excellent problem identification and solving

Strong critical thinking

Exceptional simplification and communication of complex scenarios

Ease in navigating and delivering to all levels of corporate structure

Solid presentation and collaboration

Advanced process documentation

Software and Tools: Integrify, Plexus CaseVision, Microsoft suite (Visio, Project, SharePoint, Word, Excel, Power Point and Outlook) and Adobe suite (InDesign, Illustrator, Photoshop and Acrobat Professional)

EXPERIENCE

BUSINESS SYSTEMS ANALYST – RUST CONSULTING

June 2013 – Present

- Identified, analyzed and documented enterprise-wide service delivery processes supporting client-facing programs and projects
- Conceptualized, designed, configured and implemented two process-driven, self-service request management systems
- Continually seek to improve processes and systems
- Act as link between client-facing and back-office colleagues
- Serve as global project liaison with sister company in Canada and the UK
- Lead and facilitate product steering committee meetings for actionable decisions
- Deliver end-user training, documentation and job aides for all organizational roles
- Identify business/process/system conflicts and facilitate resolution sessions
- Perform end-user support and application administration duties

BUSINESS PRODUCT ANALYST – RUST CONSULTING

January 2013 – May 2013

- Authored detailed market and product analysis for executives and other leaders
- Partnered with delivery, leadership and marketing teams to create an intentional and accurate product offering
- Collaborated with senior management and subject matter experts (SMEs) to develop a practice for business process improvement
- Headed the creation and documentation of a conceptual and actionable framework for an internal application with delivery team SMEs and leadership

BUSINESS PROCESS ANALYST – RUST CONSULTING

January 2012 – December 2012

- Created conceptual artifacts, business process models and blueprints to communicate business problems to each level in the organization
- Documented clear requirements, use cases and wireframe for software development initiative
- Led change management initiative with business leaders and users
- Responsible for case delivery oversight and adoption of new software platform
- Led joint application development (JAD) sessions with senior management to encourage decision making
- Built trust with key stakeholders and fostered partnerships to solve problems
- Positively influenced relationships among project managers, technology professionals and business stakeholders to achieve timely and accepted releases

DOCUMENT DESIGN AND EXTERNAL PRINT SUPERVISOR – RUST CONSULTING

March 2006 – December 2011

- Designed and coordinated more than 750 projects
- Managed the delivery of 185 million pieces of mail from 2007 through 2011
- Systematized baseline model for all print production processes that remains in-use
- Standardized package design pricing models based on a link among design, cost to produce and external vendor relationship
- Coached and guided direct report

EDUCATION **UNIVERSITY OF MINNESOTA – TWIN CITIES CAMPUS**

Five years course work toward a BA in Psychology

LEADERSHIP Emerging Leaders program (internal program at Rust Consulting promoting individual and professional growth)

Volunteer Coach, Saint Paul Pioneers – Volunteered 10 hours per week during 2001-2009 football seasons coaching adults wishing to improve their athletic skills

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ENDORSEMENTS FROM RUST LEADERSHIP

- "Jason is a pleasure to work with. Great attitude, bright, and hard-working are all traits that immediately come to mind to describe him."
- "Jason's ability to assimilate large amounts of input and channel that into a work result is impressive."
- "In a nutshell, Jason is one of the best at running efficient and useful meetings around here along with ensuring whatever follow-up is necessary happens afterwards."
- "I do not think anything near this level has been done before within the organization. These processes are no longer just 'tribal knowledge.'"