

James Peek

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Summary

As an Information Technology and Business Systems Analyst expert with over twenty years of experience working on small to enterprise level projects, I have experience in managing and leading software development teams with excellent technical knowledge and the ability to communicate with both business and technical team members

Skill Set

Software: MS Office Suite, MS Windows, UNIX, MS SharePoint, MS T-SQL, Oracle PL/SQL, MS Project, Visio, Rally, Jira, Visual Team Studio Server, Adobe Photoshop & Illustrator et al.

Languages: SQL, HTML, CSS, Microsoft VBA; Some knowledge and use of Java, Javascript, JQuery, Bootstrap

Skill Set: Agile development life cycle, technical knowledge, requirements gathering, data analysis, leadership, verbal and written communication, business process analysis, ability to self-manage

Education

University of Phoenix
Graduated 2014 with a degree in Computer Programming

Southern Methodist University
In progress: Full Stack Development Boot Camp

Experience

- Managing and leading software development teams using Agile methodologies
- Business process management using technology and software design strategies
- Experience managing relationships between Management, Operations, and IT
- Working with stakeholders and clients to identify strategic goals, objectives, and requirements
- Experienced in designing applications and user interfaces
- Strong data gathering and analysis skills using SQL, Excel, and Access

Highlights

- Working on Enterprise redesign of Transportation Management and 3PM supply chain software
- Integrating Kaiser Permanente pharmacy software into their data warehouse strategy
- Trained multiple teams of Kaiser Permanente IT staff on pharmacy software and troubleshooting strategies
- Lead a project team to implement Just Energy Sales team front and back end sales software
- Lead effort reporting requirements for Vought Aircraft Business Objects implementation

Ryder Supply Chain Solutions 6/2017 to Present

Business Systems Analyst

Working on an enterprise level, multi-million dollar Supply Chain and 3pl software development project

- Coordinate and elicit project requirements from stakeholders
- Write User Stories using Agile methodologies
- Create business logic, business process management, database design, and user interface and user experience specifications for development projects and defect resolution

- Configure and deploy new features
- Setup and configure new clients
- Analyze and troubleshoot issues reported by users
- Use SQL for troubleshooting and ad hoc reporting needs
- Write test cases and test new software features

National Health Systems 11/2011 to 6/2017

Business Systems Analyst

Working on an enterprise level, multi-million-dollar pharmacy software development project and implementation for Kaiser Permanente

- Identify strategic goals, objectives, scope, and process for software development projects
- Coordinate and elicit project requirements from stakeholders
- Write User Stories using Agile methodologies
- Create business logic, business process management, database design, and user interface and user experience specifications for development projects and defect resolution
- Document requirements, design, and other specifications in Business Requirement documents
- Facilitate and lead client demos on completion of development projects
- Organize and lead meetings to facilitate resolution of high priority and critical defects

Data Paradigm 4/2010 to 11/2011

Team Lead & Business Systems Analyst

Directly manage software developers, QA analysts, and business analysts to create internal web-based business software, marketing tools, and external websites

- Create functional requirements for enhancements of software products
- Present clients with level-of-effort proposals for development projects
- Act as account manager
- Act as the subject matter expert
- Provided support for client by managing, troubleshooting, and resolving software defects
- Identify strategic goals, objectives, scope, and process for software development projects
- Use SQL and MS SQL Server to do ETL at client's request

CenGen Technologies 5/09 to 02/10

Business Systems Analyst

Business Intelligence consultant for Vought Aircraft's SAP Business Objects implementation

- Analyze business processes and gather requirements to fulfill reporting needs
- Built an Excel based application to capture and store data related to legacy reporting systems
- Participated in BI visualization work groups to determine future KPIs and reporting needs
- Analyze existing reports to help define future reporting requirements
- Attended training for SAP Business Objects and achieved certification
- Installed and configured a Business Objects server for new reporting environment

Self-Employed 10/01 to 5/09

IT Consultant

- Installed or reinstalled operating systems including Window XP, Vista, 7

- Installed and trained users on PC software applications
- Diagnosed and repaired computer hardware for PCs and laptops
- Installed networks in business and office environments
- Designed and developed a website for a solar power company
- Designed a catalog and product packaging for a commercial glove company
- All manner of IT related work including but not limited to installing phones line, networks, virus removal etc.

Telvista 10/00 to 10/01

Technology Analyst - Telecommunications

- Technical Lead for the support of computers, network, telecommunications equipment, and software for an 800 seat call center
- Designed and programmed call routing solutions
- Responsible for maintaining multi-million dollar telecommunication equipment including Rockwell ACD, Edify IVR, Nortel Meridian, Witness, and Octel Voicemail
- Supervised and maintained telecommunication infrastructure including networking cable and T1 lines
- Supported and maintained hardware and software of network servers and desktop PCs

Sprint 1/97 to 10/00

Technology Analyst - Telecommunications

- Technical Lead for the support of network and telecommunications equipment and software for a 2200 seat call center.
- Supervised and maintained telecommunication infrastructure including networking cable and T1 lines
- Supporting role included planning, installation, hardware maintenance, software support, quality assurance