BUSINESS INTELLIGENCE ANALYST

Summary

Computer Systems Analyst with (25) years of software development, engineering & analysis experience, including (14) years at T-Mobile, (7) years in Business Intelligence (BI) & data warehousing. Strong in systems analysis, BI functional analysis, scripting/testing of front-end & back-end applications and client advocacy. Familiar with the software development lifecycle; strong in stakeholder needs analysis, requirements gathering/definition, use case analysis, design, development, testing and implementation. Technical lead in the successful deployment of both enterprise wide (Altantis) and departmental (CSR) Â BI reporting solutions. I learn quickly, think critically, communicate effectively, collaborate well, and have excellent problem solving skills. I'm familiar with PM principles, stakeholder needs analysis, client advocacy and performing multiple roles on multiple projects in an unstructured environment or working in a more structured team environment.

Core Qualifications

- 10+ yr Bus. & Functional Req. Gathering
- 10+ yr Data Analysis & Modeling
- 1 yr Building Data warehouse w/ SSDTÂ
- 10+ yr of Software Systems Testing
- 10+ yr Stakeholder Assessment & Advocacy
- Solid understanding of key T-Mobile systemsÂ

Relevant Experience

(14) years T-Mobile employee, including (10) years as a senior functional analyst with (7) years on the BI team. Performed stakeholder needs analysis, business & functional requirements gathering, data analysis, modeling, source system analysis, report mock-up definition and report validation. Have performed subsystems analysis in/on SAP, SAMSON, RPX, Ericsson, Revenue Sub-Ledger, & Revenue Recognition. Have performed source to target mapping for a hierarchy solution. Â I will complete a (3) course UW BI certificate entitled â€œBuilding the Data Warehouseâ€ in June 2017, utilizing SQL Server Data Tools (SSDT): (SSRS, SSAS, SSIS). Created snowflake and star schema designs using stored SQL procedures/functions in SSDT environment; loaded the warehouse daily, created Tabular reports & cubes, & was exposed to fundamentals of data mining.

Work History

Business Intelligence Analyst 10/2010 to Current Saddle Creek Logistics Services Mulberry , FL

Business facing analyst on data warehouse initiatives requiring reports or changes to data marts.Â

- PM and technical lead on â€˜Major Launch Weekend' Reporting (Volume Information). Â Required initiating, planning, executing, monitoring/controlling & closing project. Successfully balanced the competing project constraints: scope, schedule, budget, quality, resources, risks & stakeholder needs while communicating and coordinating with stakeholders and project sponsor.
- Created the BI Reporting Requirements Document template to capture Business & Functional requirements that included system analysts, architects and security requirements.Â
- Created source to target mappings of dimensional hierarchical data for report presentation.
- ModeledÂ the reporting data (Graphical Diagram / Fact Qualifier Matrix) for various departmental initiatives, coordinated the needed changes across functional teams (Architects/Dev/Test) and the Business to complete UAT.
- Diagrammed the SAP Business Warehouse SDLC which required close coordination, team meetings and technical input from all cross functional BI EIT teams involved in the product delivery process.
- Created the User Acceptance Test (UAT) coordination plan and template for the BI FA team which contained 5 key components for managing a UAT effort: Strategy, Test Data, Deliverables, Test Cases, & Entrance/Exit Criteria. Â
- Performed delivery risk assessment based on design gaps in Consolidated Subscriber Reporting data validation for product management team.
- Improved quality of BI solutions by identifying design defects and creating proof of concepts that expedited delivery of a quality product.
- Instrumental in resolving Business Object defects during QAT & UAT defect triage.

BSA Back office Analyst 03/2007 to 10/2010 Caci International Inc. Charleston Heights , SC

Worked on multiple back office initiatives for Accounting, Commissions, FinOps, & the BI Hyperion initiative.

Initiatives :

- Extended Payment Schedule (EPS), Doculink Stabilization, "One Voice to Moss", lights-on Deployment of the â€œDW Server Upgrade â€" Hyperionâ€, Commissions EIT vendor evaluation, delivered new credit scoring APP platform.

Roles/ Responsibilities :

- Worked across enterprise teams to capture requirements, define requirements traceability documentation, scope-out testing, obtain data for testing, validate delivered functionality and triaged defects.

PCI Tsafe Test Lead/ SME 08/2006 to 03/2007 T-Mobile City , STATE

The PCI project required the re-engineering of existing client applications to ensure they do not maintain customer banking / credit card numbers. It consolidated the storage of credit card & electronic check numbers into a new application (T-Safe) and encryptsor truncates the number in the client applications.

Roles/Responsibilities :

- Worked with the Business Analyst to review functional specs & test requirements, developed test plans, created test data and expected

results necessary to thoroughly test the business requirements for credit card processing across multiple applications/systems. Established test environments, triaged environment issues, performed application QATÂ defect triage

SAP Product Modeler & Process Analyst 07/2005 to 07/2006 T-Mobile City , STATE

Performed product modeling (software & BPA) duties for the Internet Sales Direct Channel Migration (DCM) program in a small team environment, utilizing SAP's Sales and Distribution module & CRM architecture. The team was tasked with translating T-Mobile product structure & logic into the SAP paradigm.

Role/Responsibilities:

- Primary duties included validating business requirements, compiling & scrubbing data, mapping data interchanges and helping peers create, maintain & document SAP product models, which encapsulated business logic & data residing on R/3 & CRM platform. Other duties included updating the SAP model for new products, managing the product launch calendar, and synthesizing data & process logic into four "build" documents. Created a (40) page "Product Modeler Data" document characterizing business data, process logic & modeling duties.
- SAP integrationÂ duties: Worked on (2) functional components of the order-to-activate process: Velocity Check & Retail Sales Code. Provided (technical & BPA) process review of existing business logic & data spanning two departments, and proposed SAP integration enhancements. The Velocity Check effort involved the removal of redundant validation checks in the customer ordering process.

Software Test Engineer (Contract/FTE) 08/2002 to 07/2005 T-Mobile City , STATE

Initiatives :

- Enterprise initiatives for the In-house Applications (IHAPs), Samson, etc
- Rightpoint Customer Relationship Management (CRM) data-warehouse application.

Roles/Responsibilities:

- Designed, developed and executed test plans, test cases and test scripts based on both functional specifications and business requirements. Executed test procedures for IHAP's using Quality Center.Â Triaged application defects and system errors.
- Researched & authored both business process (BP) & functional requirement documents describing application processes logic spanning across both SAP & Samson systems to ensure accurate customer account updates. The BP documents mapped data from the User Interface to the SAP backend to the SamsonÂ customer account.Â
- Performed s/w testing on a Customer Relationship Management (CRM) data-warehouse application. Primary duties included functional requirements analysis, test case creation & integration testing.
- Sample testing activities included automating an ETR (event tracking report) test environment with 10,000 lines of Perl code, & re-building a departmental database schema (ERT) using SQL.

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Test Lead (Contract) 07/2000 to 03/2001 Internap (INAP) City , STATE

- Provided software testing over the web of n-tier enterprise resource planning (ERP) software used to integrate INAP's resources and business processes from several geographic locations.
- Typical duties included requirements analysis, manual defect tracking/resolution of ASP and JSP client-server applications, creation of SQL queries to verify SQL stored procedures, software release management & software testing documentation.

Software Test Engineer (Contract) 12/1997 to 05/2000 Qualcomm (Globalstar) City , STATE

- As a Bench testing/Lab rat, identified and tested software/hardware functional requirements for the Globalstar satellite telephony system.
- Developed test environment software to initialize/command satellite hardware using proprietary Qualcomm protocols. Used Perl scripting to test/validate embedded software. Developed an automated OOP tool to encode/decode protocol messages for sub-system state evaluation.

Software Test Engineer (Contract) 11/1996 to 12/1997 Motorola City , STATE

- As a Bench testing/Lab rat, performed software development/testing on the Iridium satellite project, a very complex, highly integrated, multi-phased development effort that involved many software teams concurrently developing code/testing.
- Developed Perl scripts from test threads, to command the satellite and automated functional test.

Software Test Engineer 10/1990 to 09/1996 Boeing City , STATE

- Project Manager: Coordinated customer meetings, blockpoint scheduling and the preparation of requirements/test documents. Prepared schedules, budget proposals and progress reports for 3-D software. Established a customer focal and user community, gathered software requirements/specifications and coded these enhancements.
- Board Member / SQA Teams: Develop a standards compliance process for our organization.

Education and Training
Mechanical Engineering, University of Washington 1990
Building the Data Warehouse w/ SSIS, SSAS & SSRS, Certificate Program at UW, Seattle WA 2017
Business Analyst Certification ESI Certification 2009

SAP Training 2006

WNAP45 Variant Configuration Parts 1 and 2

SAPCRM mySAP CRM Solution Overview Â Â

Work in Progress 2017 Master in Data Analytics, Online Instruction, Georgia Institute of Technology, Georgia

Completed Tecnical Education

SQL, North Seattle Community College June 2002; Seattle, WA

C++ Data Structures, ASU June 1997; Tempe AZ

C++ Programming, UW June 1996; Seattle, WA

Technical Skills

Languages: SQL, Perl, C++, Unix shell scripting

OS Platforms: Windows, Unix

DBMS Platforms: Teradata, Oracle, SQL ServerÂ

Utilities/Apps/IDEs: Business Objects, Toad, HP Quality Center,

SQL Server: Management Studio and Data Tools (Integrations Server, Analysis Server, Reporting Server)