

## TECHNICAL BUSINESS ANALYST

### Career Overview

Results-driven Technical Business Analyst, offering extensive experience as liaison between business and IT development teams. Recently focused on assisting clients with their software application implementations.

### Qualifications

- Strong analytical skills
- System requirements documentation
- System Development Life Cycle
- Project management
- Requirements sessions facilitator
- Object-oriented and database programming
- Effective communication skills
- Collaborative team lead

### Skills

- Supported Applications Software: iVOS Claims Administration, Clarify CRM, Oracle Manufacturing, SAP Financials
- Reporting Tools: Jasper Reports, Brio, Business Objects, Actuate, Oracle Reports, Crystal Reports
- Databases: Oracle, SQL Server, SYBASE, CB2, MS Access
- Knowledge of: Agile Methodology, cloud computing, HIPPA requirements and guidelines
- Project Management Software: MS Project
- Object-oriented and database programming: Visual Basic, Oracle and SqlServer SQL
- Office Software: MS Office (PowerPoint, Word, Excel), Salesforce
- Fluent in Spanish

### Professional Experience

Technical Business Analyst 08/2007 to Current Conduent Incorporated Hunt Valley, MD

- Documented process flows and developed requirements for application improvements and enhancements of the iVOS Claims Administration system, for over twenty six client implementation projects
- Utilized requirements documentation templates, such as the User Stories, to conduct analysis of the clients' business processes and made recommendations based on the findings
- Developed supporting documentation as needed: User Interface (UI) screen mock-ups, mapping/technical documents, and User Acceptance Testing documents listing business test scenarios
- Lead data conversion of clients' legacy system data, for seamless integration upon go-live
- Facilitated communications between clients, project managers, developers, QA, and Support team, to ensure client satisfaction and smooth transitions
- Conducted application administration training, empowering hosted and self-hosted clients, to maintain their own systems
- Major contributor towards the Project Plan development
- Adhered to HIPPA security requirements, utilizing sFTP and PGP encryption, protecting clients sensitive information

Application Software Engineer III 09/2002 to 08/2007 E-Business International Princeton, NJ

- Liaison between IT applications support teams and the business owners, for prompt issues resolution
- Focal point for smooth transition of new implementations, into the IT applications Service Level Agreement support process
- Determined and managed risk factor during planning and implementation
- Trained technical teams, both off-shore and on-site, on Production Support processes and procedures, to continue excellent round the clock service levels
- Collaborated with other production support team leads to define and document the Global Service Level Agreement scope
- Designed, documented, and executed maintenance procedures for the Global Support team, to ensure consistency and continuity of support
- Technical lead of the Corporate Data Warehouse support team
- Guided project teams with project-to-production implementations
- Lead point-of-contact for disaster recovery project efforts
- Implemented and developed documentation for various SOX and Intellectual Property Initiatives
- Lead in implementation of various process improvements to provide better support of the corporate data warehouse, such as fine-tuning the Key Performance Indicator definitions
- Responsible for support of Brio, the corporate reporting tool, which included posting reports, resolving custom report issues, leading upgrades, and writing usage instructions for customers

Sr. Programmer Analyst 08/1997 to 09/2002 Suny Plattsburgh Plattsburgh, NY

- Implemented the Clarify CRM system for the Customer Service organization, improving and automating many of their existing business processes
- Documented requirements and implemented customizations, to support their unique business needs
- Implemented Actuate report writer, and automated previously manual reports
- Implemented Business Objects reporting system for the Clarify application
- Developed reporting 'universes' for each Clarify module (Support, Quality, Contracts)

- Developed a solution to load legacy Customer Service machine uptime data into the Clarify database and exposed such data for reporting from within Business Objects
- Wrote the training material empowering users to develop their own reports
- Used the reporting tool to develop the more complicated reports, as required by the customer
- Administered upgrades and general maintenance to both applications
- Wrote test templates, coordinated user testing, and wrote client installation scripts
- Implemented Citrix terminal emulation as a solution for remote and overseas connectivity.
- Formed a user Change Review Board process, for prioritizing and scheduling of continuous enhancement requests
- Received 2 Customer Satisfaction awards for customer support and 1 'Pride' award for my efforts

Programmer/Analyst 01/1995 to 08/1997 Suny Plattsburgh Plattsburgh , NY

- Developed customer information reports for the Marketing and Fraud organizations, assisting in their efforts to fight fraud
- Created Crystal Reports, along with a Visual Basics menu system application where the client could select and execute reports as needed
- Developed a variety of fairly complicated applications using PL/SQL and SQL\*Plus, on the Oracle database platform

Programmer/Analyst 09/1990 to 12/1995 United Airlines City , STATE

- Participated as a project team member to convert the existing IBM mainframe applications to a Sybase/Unix platform
- Programming languages and tools used: Cobol, FOCUS, SQL, C, UIMX, MOTIF, HP Vue.

Education and Training

Bachelor of Science : Computer Science Mathematics March, 1989 California State University City