

BUSINESS ANALYST TELECOM

Experience

Business Analyst Telecom

February 2013 to Current Cognizant Technology Solutions 1/4 Compton, IL

Project Manager

January 1998 to December 2012 Compuware Corporation 1/4 City, STATE

- Analyze data and monitor billing for North American operations, approximately \$140 million monthly.
- Balance amount authorized with general ledger.
- Reconcile global service contracts to purchase orders.
- Subject Matter Expert for Multi-vendor Invoice Approval and Payment system (MIAP). Ensure appropriate processes are followed for the MIAP tool. Provide timely feedback and direction in response to correspondence and questions from the field. Identify risks and executed action plans. Identify issues and executed resolutions. Develop periodic management reports on a variety of subjects including status, risk and mitigation plans, issues, resolutions and change requests.
- Develop metrics and reports for Senior Management for forecasting and budgeting purposes. Troubleshoot system and data issues. Audit billings to recoup invoice discrepancies and reconcile outside changes. Write and implement new processes.
- Monitored billing input into Invoice On-Line tool (150,000 billing lines monthly).
- Developed metrics and report them to senior management on a daily basis.
- Troubleshot system and data issues.
- Audited billings to recoup overbill discrepancies to reconcile outside charges.
- Oversaw the creation and rollout of training; maintained daily communication with 150-person lead team.
- Created GM Invoice Approval Payment (IAP) processes to roll out a Commercial-Off-The-Shelf (COTS) invoicing tool, Invoice on Line (IOL), to the organization (approximately 150 "train the trainer" representatives to affect 1,200 persons).
- Managed multiple projects for a conversion from paper documents to a web-based application for computer systems and services delivered by a third-party vendor.
- Directed 15 business units in the conversion of their data. This included on-site and national/international GM/vendor employees at various sites in North America.
- Also directly managed a 10-person Compuware team at the customer site (including monitoring of daily workload, and team lead with the account manager).
- Drafted contract deliverables, converted financials and created metrics and reports to manage the project.
- Coordinated and trained appropriate resources to use data and tools.
- Project generated significant savings through cost recoveries.
- Through the Application Management Center (Information Technology Services), I managed a 25-person Ford/Compuware team that delivered repair, sales and customer service education/training to dealerships.
- Developed and tracked project plans using ABT Workbench (similar to MS Project).
- Compiled certification metrics and reported to upper management. 5625 Wembley Ct., Clarkston, MI 48346 * Cell: (248) 252-4908 * CathyMathers@comcast.net
- Managed the testing, certification and contingency planning phases of the Y2K project.
- The effort included the Business Operations, Engineering and Manufacturing operations affecting five assembly plants, 3,500 applications and more than 100,000 components, including shop floor controllers.

Project Manager, Management Information Systems and Services

November 1985 to December 1998 National Bank Of Detroit (NBD) 1/4 City, STATE

- Managed a 50-person team to implement a software package (AmiTrust) for the Wealth Management group. The team was responsible for installation/testing and interface with client, upper management and vendor.
- Identified business requirements, handled technical issues and analyzed business processes.
- Used project management methodology to manage the project from first-time customer contact through the implementation and review life cycle.
- Handled migration of Trust and other records from newly acquired banks to the NBD computer system.
- Designed, developed, coded, tested, debugged, documented and installed programs for large-scale or high volume transactions.
- Career path progression: Mainframe COBOL Programmer (1985-1990), Program Analyst (1990-1992), Project Manager (1992-1998).

Education

Bachelor of Applied Arts : Business Administration Central Michigan University 1/4 City, State, US Bachelor of Applied Arts, Business Administration Central Michigan University, Mt. Pleasant, Michigan

Skills

Project Manager, Testing, Business Requirements, Large-scale, Life Cycle, Mainframe, Project Management, Wealth Management, Metrics, Invoice, Billing, Operations, Audit, Budgeting, Contracts, Correspondence, Finance, Forecasting, General Ledger, Million, Mitigation, Purchase Orders, Subject Matter Expert, Compuware, Maestro, Account Manager, Cots, Financials, Invoicing, Team Lead, Web Based, Web-based, Training, Basis, Rollout, Assembly, Business Operations, Contingency Planning, Manufacturing Operations, Shop Floor, Abt, Abt Workbench, Customer Service, Marketing, Microsoft Project, Ms Project, Project Plans, Receptionist, Retail Sales, Sales, Sales And