

## BUSINESS ANALYST

### Qualifications

Ability to work within the Agile methodology during Software Development Life Cycles (SDLC). \*Proficient in Microsoft Office 365 Products including in depth Excel knowledge, Microsoft Visio and SharePoint.

### Work Experience

#### Business Analyst

November 2011 to Current Mantech International Corporation

- Through my design and oversight of development to automate State mandated eFiling processes, including service by regular and electronic mail, the firm saved approximately \$200,000 in 1 years' time.
- Daily savings continue with every document filed.
- Saved the firm \$120,000 annually through a renegotiation of contract requirements and my design as well as oversight of development for automation of LexisNexis person searches.
- Analyst and Project Manager for new software integration with firm processes which included collaboration on design, my oversight of consultant and internal development staff for programming as well as training and implementation with staff.
- Integrated OpenText Capture Center & Redact-It Software for OCR of loan documents, redaction of Personally Identifiable Information (PII) and automated extraction of key metadata to push into Case Management System, reducing opening and processing times on all new referrals.
- Implemented system change to allow better tracking of Fee Requests and Approvals assisting the firm in preventing monthly losses in revenue - having accumulating to up to \$300,000 in prior months.
- Assisted in New Business Analyst Onboarding process including training, providing templates and documentation as well as process analysis generation and review.
- Meet and collaborate with Executive level personnel for process improvement; Analyze and design automated processes to provide more efficient ways of handling larger volumes of files and tasks; Create Standard Operating Procedures and train staff on new processes and technology; Work with Operations to identify business needs not met by current system design; Prepare Process Analysis Forms with As-Is and To-Be mappings; Create specification designs and map data elements for development team to setup auto completion of fields within case management system through XML ingestion; and Collaborate with Developers on enhancements to in house designed software programs to facilitate more efficient processes.

#### Executive Asst

August 2010 to November 2011 Community Health System

- n/k/a Choice Legal) & Robertson, Anschutz & Schneid, PL Foreclosure & Litigation firms for Financial Institutions Setup paralegal processes and created legal resource manuals for attorneys; Prepared for client audits; Trained staff in various processes; Assisted with the Attorney General Investigation by researching areas of concerns and providing Counsel with Attorney Client Privilege documents; Reviewed contracts to confirm accounting is in compliance with billing fees; Analyzed attorney caseload volumes - provided details for changes, when needed; Researched case dockets, answers filed by defendant's counsel, and lis pendens to create service lists on files transferred to the office; and Handled client sensitive projects for review and submission prior to deadlines.

#### District Administrative Assistant

October 2008 to June 2010 Stop And Shop

- Assisted Regional Coordinator with Golf Tournament through acquiring food, beer and in kind donations to reduce costs, organizing an auction and raffle, and securing Miami Heat Dancers as entertainment resulting in an over \$300,000 event.
- Increased fundraising campaign with Old Navy from \$10,000 in 2008 to \$37,000 in 2009.
- Solely ran the school fundraising campaign for Broward, Dade and Monroe Counties to raise over \$17,000 in 2010, an increase of more than double the \$8,000 in 2009.
- Processed the over 1 million dollars received annually in donations; Managed district office calendar for Executive Director; Handled Accounts Payables, including coding all invoices; Reconciled bank statements against deposits and debits; Designed newsletters for fundraising campaigns; Developed fundamental relationships with sponsors; Interviewed, trained and supervised temporary candidates for fundraising events; Secured donations for auctions and raffles throughout the year; Coordinated "Give-a-day, Get-a-Disney-day" Volunteer program; and Acquired a \$1,000 Grant from Deerfield Beach High School.

#### Senior Personnel Supervisor

October 2006 to October 2008 David Wood Personnel

- Staffing and Recruiting Agency Interviewed, screened, and placed applicants in temporary and permanent positions.
- Promoted from Personnel Assistant to Personnel Supervisor after only 1 ½ months.
- Personally brought in over \$100,000 Gross Margin in less than one year through marketing and placement of candidates.
- Received 4 President's Awards for exceeding Personal Gross Margin on a monthly basis within 1st year of employment.
- Created Personnel Assistant training manual cutting the onboarding time in half.

### Education and Training

Associate of Arts : Business Administration American Intercontinental University Blanche Ely High School Business Administration

### Skills

accounting, Accounts Payables, Agile, Analyst, Agency, Attorney, automate, automation, billing, Business Analyst, Case Management,

Communication skills, consultant, contracts, Client, Documentation, electronic mail, XML, Financial, Forms, fundraising, Interpretation, Legal, Litigation, Director, marketing, Excel, Microsoft Office, office, SharePoint, Microsoft SQL, Microsoft Visio, Navy, newsletters, OCR, organizing, paralegal, Personnel, PL, Process Analysis, processes, process improvement, coding, programming, Recruiting, researching, SDLC, Software Development, specification, Staffing, Supervisor, system design