

LEAD BUSINESS ANALYST

Career Overview

Dedicated, customer-oriented IVR Designer with 15 plus years designing IVR solutions for various banking applications.

Qualifications

- Strong collaborative skills
- Extensive IVR design experience
- Dedicated
- Multi-tasker
- Time efficient
- Organized
- Hard-working
- Determined
- Patient
- Helpful

Skills

IVR application development

Business requirements development

Functional requirements development

Script and prompt development

Accomplishments

Application Design

- **Consumer Retail Banking** - led the design of the original Consumer application - collaborated with the line of business and worked with the programming vendor to create an application that had a 72% containment rate
- **Consumer Retail Banking Redesign** - collaborated with the line of business and the entire IVR Development Team to redesign the Consumer IVR and increase the containment rate to 88%
- **Led Load Testing Effort of the Consumer Application** - identified parts of the application to test, determined the percentage breakdown of each test suite, identified test data needed, and evaluated test data for effectiveness
- **Commercial Cash Vault** - collaborated with the Treasury Management Team and programming vendor to design an entirely new application for commercial customers to place currency and coin orders; the application alleviated thousands of calls monthly into the Commercial call center
- **Commercial ACH File Total Reporting** - approached the ACH Group about creating an IVR application to do the job 2.5 FTE were doing; designed the application on my own after sitting with representatives and evaluating what they did
- worked on the design of several other applications - employee password reset, merchant check verification, card activation

Special Projects

- **TSYS** - a multi-year, multi-phase project to convert to a new credit card vendor
- this project requires extensive collaboration with the line of business and IT as three of the Consumer IVR applications are being revised in support of the project - Consumer Retail, Lost & Stolen, and card activation
- led a new IVR Development Team and new QA Lead in making the Phase I changes
- for Phase 2A, created a detailed test plan for QA to work from
- **CALL CENTER CONVERSIONS TO CISCO**
- Worked closely with the Consumer Call Center in preparation for their move to Cisco. I helped them gain an understanding of the phone numbers coming into the various IVR applications and directly into the Call Center. I worked with the Call Center to reduce their phone number count by 200 phone numbers and supplied detailed documentation indicating how each number routes and what it is used for.
- Developed a detailed implementation plan for the Consumer conversion that included the time each batch of phone numbers was to convert to Cisco, the verification testing to perform for each phone number, the time to move agents from the Avaya switch to the Cisco switch, and a detailed backout plan in case too many issues occurred to allow the conversion to continue
- Performed the same service when the Mortgage Sales Call Center moved to Cisco. The Mortgage Sales group also asked for skill consolidation to occur as part of the move. Though the skill consolidation was out of scope, and required additional work on my part, I recognized it would benefit Mortgage Sales and agreed to include the consolidation as part of the project.
- **CALL CENTER CONVERSIONS TO GENESYS**
- worked with Genesys to build the Genesys Configuration Management database to support the call center moves to Genesys
- built switch configurations
- built skills, agents, and phone number configurations
- built routing vectors to interface with Genesys to play correct hold messages
- created a detailed implementation plan for conversion night
- **IVR HARDWARE CONVERSION FROM AVAYA TO GENESYS**
- worked with Genesys to build over 15 IVR configurations in the configuration database
- identified the port number and agent ID of each IVR port
- identified the number of ports each IVR application would have assigned and the level of assignment of each port based upon call management reports

- ***Y2K EQUIPMENT CERTIFICATIONS***
- ***PROJECT MANAGED PBX AND VOICE MAIL INSTALLATIONS***
- ***PROJECT MANAGED IVR EQUIPMENT INSTALLATIONS AND UPGRADES***
- ***WORKED ON OLD KENT CONVERSION***
- ***PROJECT MANAGED RECORDING EQUIPMENT INSTALLATIONS***

Work Experience

Lead Business Analyst 01/1996 to Current Charter Spectrum Huntersville , NC

PBX Technical Support 07/1995 to 01/1996 Costco Wholesale Corporation Issaquah , WA

Programmed customers' PBX and voice mail systems; assisted with PBX installations; helped customers define telephony needs

Telecom Analyst 12/1993 to 07/1995 Call Rail Atlanta , GA

Program PBX and voice mail systems; helped with telephone installations and department moves; developed IVR applications

Network Analyst 06/1990 to 12/1993 Quantum Chemical City , STATE

Supported internal data communications network

Education and Training

Bachelor of Science - Information Systems : Communication Systems Management 1990 Ohio University City , State

Top graduate in major; 3.87 GPA