

BUSINESS ANALYST II

Summary

I am seeking a career transition from a technical position to an administrative position. Aiming to utilize my strong computer skills and communication skills to become an asset and align with the goals of your company.

Skills

- Windows OS
- DOS
- AS400
- Citrix
- Microsoft:
- FrontPage
- Access
- Visio
- PowerPoint
- Excel
- Word
- Oracle - RMS
- Oracle - ReIM
- Oracle - Costing Solution (Customized ReIM application)
- Red Prairie
- Proprietary web-based applications
- Loan Origination software and applications
- SQL queries
- TOAD for Oracle
- HP Quality Center
- Putty
- Batch Process
- SharePoint
- Salesforce
- TFS
- Strong understanding of all phases of the SDLC
- Logic scripting
- Data and systems analysis
- Mortgage/Finance/Supply Chain Inventory Management
- Technical writing
- System Integrations
- Data Migrations
- Retail Oracle applications & Custom
- WMS
- Q/A Testing

Experience

09/2015 to 07/2017

Business Analyst II Iconma, L.L.C.

- Develop high-quality business requirements documentation within a scheduled timeframe on proprietary billing software, Salesforce and TIBCO.
- Gather requirements from internal business stakeholders and subject matter experts.
- Assist with identifying and solving design flaws and issues.
- Participate in design sessions, contributing to the overall design of new products and product enhancements.
- Organize, participate, and conduct internal product demonstrations.
- Manage and track product issues and enhancements using the internal tracking system and departmental procedures.
- Create and submit weekly status reports to management.
- Identify, recommend and participate in process improvement initiatives.
- Manage tasks to meet the assigned project timelines and milestones.
- Adhere to an agile methodology to meet deliverables.
- Conduct and participate in UAT testing activities.
- Assist in daily management of support issues escalated to product team.
- Perform data mining and data analysis via SQL queries.
- Support the business customers with technical questions.
- Effectively communicate business needs, issues and matters across all levels of management and various positions (Developers/Off-shore teams/QA/TIBCO).

04/2012 to 09/2015

Business Systems Analyst Guardian Life

- Performed testing on the following applications: Oracle Retail Inventory Management, Lawson, RMS, WMS - Red Prairie, Proprietary applications and Reports - Front end Java and backend PL/SQL Worked closely with developers as required through Agile methodology to ensure the accuracy of coding and complete tasks from User Stories as assigned through sprint planning meetings Developed, wrote, executed, and implemented test plans and test cases throughout the full SDLC process Adhered to an Agile-SCRUM methodology (depending on the project) to meet deliverables Participate in daily Agile stand-up meetings and sprint retrospective meeting with SCRUM master, BA, and developers to manage project tasks Utilized Agile Craft to write user stories and manage the SDLC process of a project iterations via Agile Craft Analyzed requirements documentation to write user stories within Agile Craft for project cycle Utilized Agile Craft to maintain the life cycle of projects Documented test cases within Agile Craft based on User Stories Worked with the Business Analysts to ensure user stories coincided with the business requirements Ensured each functionality of a user story had a test execution plan and test cases Utilize HP QC to write, and execute test cases, track defects and maintain adequate test documentation through a traceability matrix Requirements gathering and write business requirements documentation on enhancements Developed and wrote end user training manuals for business owners Participate in all aspects of testing, including smoke, functional, regression and UAT testing Successfully managed multiple projects and oversee the overall success of testing Tracked and reported defects using HP Quality Center and Records and reports on testing metrics Regularly met with business stakeholders to communicate progress and perform demo trainings.

06/2009 to 04/2012

Business Technology Analyst Fiserv, Inc.

- Laid off, closed operations).
- Managed the MLHL intranet website content and design for product guidelines.
- Coordinated weekly mass e-mail campaigns on key product changes.
- Identified, researched and resolved technical issues related to the intranet website.
- Responsible for the release of mass e-mail campaigns regarding MLHL products.
- Primary liaison between Business Systems and IT project team.
- Gathered requirements for system migrations.
- Provided support on multiple systems and proprietary interfaces.
- Managed project initiatives on respective systems impacted.
- Coordinate deliverables of system changes with IT.
- Performed logic programming.
- Wrote and maintained detail test plan documentation, test cases and test scripts.
- Performed functional and regression testing on proprietary loan origination applications.
- Adhered to Waterfall methodology.
- Coordinated and validated the success of production migrations.
- Collaborated with developers and project managers to establish timelines of deliverables.
- Coordinated execution of integrations.
- Delivered resolution analysis on scripting errors.
- Lead project meetings to monitor the progress of initiatives and milestones to ensure deliverables are met.
- Wrote and maintained system end user training documentation.
- Managed critical relationships with IT, management, consultants and vendors.
- Utilized effective time management skills to meet product release deadlines.
- Performed relational database mining.
- Successfully engaged in multiple initiatives simultaneously.

11/2002 to 05/2008

Implementations Account Manager Sollen Technologies

- Laid off, bought out by Optimal Blue).
- Responsible for the implementation of external client's web interface sites.
- Meet with clients via webex and/or phone to level-set the implementation process.
- Met with clients to gather requirements on the design of their user interface.
- Worked closely with development to ensure design specifications were met.
- Responsible for consistently managing the relationship with the client to ensure implementation and roll-out was an accurate and smooth transition.
- Worked closely with guidelines manager to ensure logic programming requirements were met.
- Performed QC testing of interface.
- Conducted trainings to the clients on the interface prior to production release.
- Provided on-going support to the client post production.
- Performed logic programming.
- Performed functional testing of client's web interface.
- Performed Beta testing on integration rollouts.
- Documented and tracked defects.
- Mapped client's configurations to interface specifications.
- Provided support on proprietary loan origination software.
- Troubleshoot defects and analyze calculations in application.
- Managed client accounts through CRM tracking.

- Identified, analyzed and resolved end-user interface issues.
- Wrote and maintained end user training documentation.

Education and Training

Certificate of Completion "Business Writing and Grammar Skills" *Certificate of Completion "How to be a Dynamic Trainer" *Certificate of Completion "Powerful Communication Skills for Women" *Remington College IT Program Collin County Community College

High School Diploma

Skills

Agile, AS400, BA, billing, Business Systems, Business Writing, Citrix, Communication Skills, Costing, CRM, client, clients, data analysis, data mining, documentation, DOS, e-mail, Finance, FrontPage, functional, HP, Inventory Management, Java, Lawson, Loan Origination, Logic, managing, meetings, Access, Excel, Windows OS, PowerPoint, SharePoint, Word, Oracle applications, Oracle, PL/SQL, process improvement, coding, programming, progress, Quality, QA, relational database, Requirements gathering, Retail, RMS, SCRUM, SDLC, scripting, scripts, SQL, Stories, Supply Chain, systems analysis, user training, Technical writing, Technical Documentation, phone, TIBCO, time management, TOAD, Trainer, Troubleshoot, user interface, Visio, website, website content