TECHNICAL BUSINESS ANALYST

Executive Summary

Solutions-oriented Business Technical Analyst quality assurance testing and applications development experience in top-tier organizations.

Core Qualifications

- Microsoft SQL Server, Microsoft Access Business process improvement
- Software/Tools: Microsoft Office, Microsoft Visio, Requirements gathering
- UML, Business systems analysis Business processes, Database, Documentation, Financial, HTML, Java, Managing, Microsoft Access, MS Access, C#,
- Excel, Microsoft Office, Microsoft Visio, optimization, Performance analysis, Processes, Product Development,
- Programming, Project Management, Project Plans, Quality, Research, Microsoft SQL Server, SQL, stories,
- troubleshooting, UML, UNIX, User Interface

Professional Experience

Technical Business Analyst
June 2015 AR

- Boosted customer service ratings by developing new processes and improving work flow.
- Solely worked on projects which required extensive research, understanding and debugging various administrative systems.
- Took in-charge of documenting all the work flows and managed content on SharePoint.
- Created a Personal Assistant Mobile App "HelpMate" for Windows phone 8.
- Designed and developed a folder browser application using Microsoft Kinect and C#.
- Used UML for requirements gathering and design; SQLite for the database Kinect Folder Browser.
- Used UML for requirements gathering and design; SQLite for the database Kinect Folder Browser - Red Beard's Revenge - Software Development using Games Designed and developed a multi-level game.
- Designed and developed a hotel reservation system using C#, SQL and .NET technologies.
- Application back-end was modeled in MS Access.
- Served as a liaison and champion for both the business and IT.
- Provided prompt and courteous service to internal business and IT partners.
- Addressed system incidents, informational requests and other support with a sense of urgency and due professional care.
- Researched, investigated and analyzed requests.
- Evaluated and tested possible solutions for system incidents, and prepared step-by-step instructions for the business to use.
- Used querying and data analysis to identify and assess the impact of system issues.
- Documented business requirements, estimation requests, user stories, and test steps and cases.
- QAs, and business subject-matter experts.
- Coordinated with process owners to implement corrective actions and customer remediation.
- Developed, enhanced, and maintained end-user computing or semi-automated tools for the business (e.g., Access databases, VBA macros, Excel reports, SQL programs).

Teaching Assistant
January 2014 to December 2014 The Biome School - Hot Springs , MO

- Guided and assisted students for the Business Use of Computers course which covers HTML, Microsoft Access.
- and Excel.

Program Technical Analyst
June 2010 to July 2011 Trc Companies, Inc.

- Liaised with external customers and internal teams (development groups and business analysts) for managing ongoing releases and feature development.
- Worked with financial brokers to address system incidents and documented system issues.
- Handling high volumes of outages with various jobs, applications and other issues relating to system performance analysis and optimization.
- Evaluated and implemented various tools, automated various internal processes in UNIX & Perl and managed the production environment.

GIS Analyst
June 2009 to May 2010

- Performed project management tasks like tracking project resources and timelines, creating project plans, delivering daily status reports Conducted research by collecting high quality data which contributed in the continual product development and user interface refinement.
- Key responsibilities included information analysis, data conceptualization, troubleshooting and performing quality analysis to enhance the accuracy of maps, segregate sensitive/clustered data and spam based on user reviews to enhance map quality.

Education

Master of Science : Software Engineering , 2014 North Dakota State University - City , State , USA GPA: GPA: 3.9 Software Engineering GPA: 3.9

Skills

.NET, administrative, analytical skills, Business processes, Business process improvement, Business systems analysis, Excellent communication,

content, customer service, data analysis, databases, Database, debugging, Documentation, Financial, Functional, HTML, Java, macros, Managing, Access, Microsoft Access, MS Access, C#, Excel, Microsoft Office, SharePoint, Microsoft Visio, Windows, optimization, Performance analysis, Perl, problem solving, Processes, Product Development, Programming, Project Management, Project Plans, Quality, Requirement, Requirements gathering, Research, Software Development, Microsoft SQL Server, SQL, stories, phone 8, troubleshooting, UML, UNIX, User Interface, VBA