

## SENIOR IT BUSINESS ANALYST/ASS. PM/CHANGE MANAGER

### Core Qualifications

- Change Management
- Requirement Gathering / Documentation
- Problem Solving and Management
- Meeting Facilitation
- Cross Functional Communication
- Business Process Improvement
- Cost Benefit Analysis
- Project and Stakeholder Liaison
- Data Analysis and Research
- Waterfall & Agile Methodologies
- Project Management
- Microsoft Office Suite(Word, PowerPoint, Excel, Access, Project and Visio) SQL, SharePoint, WebEx ,Oracle CRM and Business Objects.
- Exposure to HIPAA & HL7 standards.

### Experience

Senior IT Business Analyst/Ass. PM/Change Manager , 01/2015 i¼ 09/2015 Efinancial i¼ Bellevue , WA

- Elicits, reviews and prioritizes requirements.
- Collaborates with cross functional teams to analyze requirements.
- Provides support for the application development and QA teams throughout the stages of the project lifecycle.
- Prepares work plans to help implement solutions.
- Reviews current and future states to identify what needs to be modified to accomplish change and propose future road map.
- Successfully elicits and documents requirements for the assigned projects in a timely manner.
- Governs project timelines, meeting attendance, facilitation, and expected requirements sign off Conducts successful Impact Assessments for various business teams.
- Successfully updates the "RAID" log while ensuring timely feedback from respective item owners.

Business Analyst/Senior Project Coordinator Consultant , 07/2014 i¼ 10/2015 Kroger i¼ Macon , GA

- Business Analyst for WindChill PLM Global IT team.
- Prepared and Mapped data to new business systems.
- Reviewed processes to desired state, identified gaps, and output/input requirements.
- Prepared project and system related documentation.
- Collaborated with department heads and WindChill PLM team including project managers and Subject Matter Experts to define, analyze, document, review, and complete all business requirements.
- Consulted with various departments (engineering, marketing, labeling etc.); verified correct data was being migrated and corrected any inconsistencies.
- Delivered successful full data migration before scheduled March 2015 "go live" date.
- Governed project timelines, scheduled and facilitated project status meetings.

Business Analyst/ Lead Project Analyst Consultant , 02/2014 i¼ 07/2014 WELLS FARGO i¼ City , STATE

- Liaison for Relationship Management, Risk, and Compliance.
- Identified all consumer Direct Deposit Accounts entitled to Treasury Management CEO products.
- Lead project Tracking Analyst for Relationship Managers with questions regarding client's DDA accounts.
- Collaborated with project manager, stakeholders, and Subject Matter Experts to define, analyze, document, review, and complete all business requirements.
- Ensured compliance and avoided negative audit reviews for Wells Fargo; identified consumer direct deposit accounts entitled to treasury management products and assigned to correct lines of business.
- Managed communication pipeline with Relationship Managers and Line of Business Reps as Lead Project Tracking Analyst for the team; governed project timelines, meeting attendance, and expected follow up/updates.
- Coordinated BRD approval and sign off with all stakeholders involved in review of requirements document.
- Utilized Microsoft Visio to build Project Overview Workflows and diagrams for team meetings.

Business Admin Analyst [Consultant , 04/2013 i¼ 11/2013 Blue Cross Blue Shield Of MN i¼ City , STATE

- Managed administration of existing accounts, expansion, and new groups for community accounts and renewals.
- Ensured accuracy and adherence to deadlines and performance guarantees.

- Collaborated with team members and business units to manage relationships and business expectations of internal customers and external accounts.
- Gained valuable exposure to HIPAA Compliance requirements and HL7 standards for the exchange, integration, sharing, and retrieval of electronic health information.
- Completed rate validation within strict deadlines.
- Rapidly acquired knowledge of internal systems to manage assigned projects.
- Ensured data from providers, hospitals was standardized to send downstream in a timely manner.
- Governed project timelines, scheduled and facilitated project meetings.

Mortgage Review Analyst , 01/2005 i¼ 04/2013 U.S. BANK i¼ City , STATE

- Reviewed loans to ensure compliance and acceptability with bank, regulatory, investor guidelines and customer service standards.
- Communicated with inside/outside business partners including staff, lenders, title companies.
- Resolved outstanding items and obtained necessary documentation to ensure accuracy and task completion.

Pension Benefits Analyst , 08/2012 i¼ 11/2012 TOWERS WATSON i¼ City , STATE

- Prepared and reviewed benefit packages in alignment with plan provisions.
- Collaborated with analysts, consultants, and actuaries.
- Composed accurate letters and client statements.
- Delivered customer service excellence.
- Increased personal productivity by 25% and decreased turnaround time from three days to one; sought personal guidance from Subject Matter Expert on system utilization and optimization.

Business Admin Analyst , 07/2010 i¼ 02/2011 ROSEMOUNT MEASUREMENT i¼ City , STATE

- Offered general contract support and fulfillment.
- Facilitated dialogue with internal/external stakeholders.
- Coached 5 support center team members in order administration, negotiation, and strategic project assignments.
- Ensured and maintained customer trust/satisfaction.
- Reviewed invoice discrepancies, resolved disputes and cleared tax charge-backs.

New Business Representative , 10/2008 i¼ 07/2010 UNITEDHEALTH GROUP i¼ City , STATE

- Promoted to spearhead and process accurate new member and group enrollments.
- Internal contact for questions regarding eligibility and enrollment status.
- Addressed discrepancies and analyzed transactional data.
- Initiated "morning huddle" concept to account for absent team members; eliminated daily tracking challenge of missing contributors and enhanced overall productivity.

Operations Analyst , 08/2006 i¼ 09/2007 WELLS FARGO FINANCIAL i¼ City , STATE

- Designed spreadsheets, pivot tables and charts; manipulated data and extracted trends.
- Introduced weekly/monthly reporting, tracking, and database applications.
- Expedited communications with insurance agents seeking updates on client vehicle repossessions.

#### Education

2013 UNIVERSITY OF MINNESOTA i¼ City , State , USA Certified Scrum Master (CSM) \* Scrum Alliance, License 000380660 2014 - 2016 Business Analysis Certificate Business Analysis

2012 St Mary's University of MN i¼ City , State , USA Master of Business Administration Business Administration

2014 Scrum Alliance i¼ City , State , USA Select One Certified Scrum Master

#### Scrum master

2007 ORAL ROBERTS UNIVERSITY i¼ City , State , USA Bachelor of Science Management

#### Professional Affiliations

Member Project Management Institute

#### Skills