SR. BUSINESS SYSTEM TEST ANALYST

Career Overview

Business Analyst offering over 17 years delivering cost-effective, high-performance technology solutions to meet shifting organizational demands. Â

Qualifications

- Business process improvement
- Business systems analysis
- Functional requirements gathering
- Requirement tracing
- User acceptance testing

- Project management
- Scope and project definition
- Superb communication skills
- Advanced problem solving abilities
- Critical thinking
- Cost-benefit analysis

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Skills

Multi-Task Management, Cross Functional Team Leadership, Business Partner Relationships, System Development Life Cycle, Business to IT Developer Liaison, Risk Analysis, Creative Problem Solving, Exceptional Customer Service Â

Technical Skills

System Test Experience Â

Client Server, Java, .xml, Mainframe, Web, Web-services, Application Program Interface (API) Â

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Software Â

MS Office Suite 2007-Word, Excel, PowerPoint, Visio Â

Crystal Reports, MS Query, Toad, SnagIt Â

IBM Tools: Rational Unified Process (RUP), Rational Quality Manager (RQM) Â

DST Technologies: Automated Workflow Distributor (AWD), EnCorr, Knowledge Enabler (KE) Â

Clear Quest, Remedy Â

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Hardware Â

AS400, Citrix, Lan-Wan Network, Automated Call Distributors (ACD), Interactive Voice Response Unit (IVR) Â

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Accomplishments

Leadership Â

Selected by Transamerica Director of TCM IT to lead Staff Augmentation project with a new off shore partner. Additional responsibilities included: Â

- The procurement, testing and implementation of Citrix servers
- Ensured reporting was in place to track work load distribution, quality and service levels.
- Project kickoff (December 2010) and four subsequent phases; Completed in December 2011.
- Achieved goal to off-load 25% of the work flows along with ability to increase or decrease the amount as needed.

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Project Management Â

Served as Project Lead at Alliant Energy for $1.5 million Customer Self-Service Initiative project; Interactive Voice Response Unit (IVR), Promoted to Lead CIS Business Analyst as a result of this effort. Â

Responsibilities included Â

- Securing sponsor funding
- Vendor and contract management
- Software & hardware acquisition
- Financial and project management
- Internal and external communication.
- Testing and implementation

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Work Experience
SR. Business System Test Analyst
November 2011 to September 2012 Adp ¼ Florham Park , NJ

- Documented process flows (current and future state) and developed requirements for functional improvements and enhancements.
- Document test plans and test scripts and executed both manual and automated scripts.
- Support complex projects with diverse project teams, including both on- and off-shore resources.
- Managed Risk and resource issues by collaborating with other BSTA Leads and Project Manager assigned to projects

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Lead Workflow and Imaging Analyst
September 2004 to December 2011 Fedex ¼ Romeoville , IL

- Responsible for all multi-phase, large scope projects, desktop software upgrades and support for over 900+ users (US and International)
- Project Manager role that included; interdepartmental collaboration (Business and IT Developers), communicating project status across all organizational levels, and end-to-end coordination of AWD Projects. This included the management of cross-functional project teams.
- Document and execute test cases, system configuration as well as the implementation of AWD system solutions to improve processes for increased efficiency, quality and overall productivity of work flow needs.
- Developed mock screen designs and/or system prototypes early in the project life cycle to ensure an accurate interpretation of the Stakeholder requirements had been achieved.

Lead Business Systems Analyst
March 2004 to September 2004 Engility Corporation ¼ Orient , NY

- Responsibilities included securing sponsor funding, vendor and contract management, software & hardware acquisition, financial and project management, internal and external communication.

Business Systems Analyst
May 2002 to March 2004 Alliant Energy ¼ City , STATE

- Performed business systems analysis, requirements gathering and functional specification documentation, design, test planning, test execution, project implementation of the Customer Information System (CIS) and other related systems.
- Multi-site Information Technology (IT) Liaison; Communicated business specifications and project objectives to other business units, to ensure accurate interpretation of project requirements.
- Facilitated project team meetings, provided written and verbal status reports to team members and project sponsors.
- Developed and facilitated training material and programs for new call center applications.

Began as a contracted employee, July 2001 to May 2002 Â

Senior Program Manager
December 1997 to March 2001 MCI/Worldcom ¼ City , STATE

- End-to-end project management for complex, LAN-WAN Networks, enhanced voice paging, web, e-mail and faxing platforms.
- Experienced in vendor management of software/hardware/equipment installations and application upgrades for network systems.
- Simultaneously coordinated initial product development activities for multiple projects with numerous Project Managers and Business Analysts.
- Coordinated project team meetings and provided regular written and verbal status reports to Executive Management
- Interacted with multiple groups to produce assessments, schedules and process improvement as required. Groups included Software Development, Application & Infrastructure Test, Mainframe Support, Technical Support, Implementation and Marketing.

Regional Scheduling and Program Manager
May 1995 to December 1997 APAC Teleservices ¼ City , STATE

- Oversight of both short and long term scheduling for six inbound call centers in Cedar Rapids region to ensure centers were staffed to meet

both efficiency and client service levels.

- Collaborated with Marketing and Human Resources to forecast workforce needs, site capacity planning associated with direct mailings, along with promotional advertisements and seasonal business needs as well as Request for Proposals (RFP).
- Program managed new client start-ups with Center Directors, Client Services, Human Resources, Telecommunications and Reporting Departments.
- Supervised five direct reports

Control Desk Manager
March 1994 to May 1995 MCI ï¼ City , STATE

- Provided written and verbal communications to the Center Director on a daily basis regarding the call center service levels, payroll hours and productivity.
- Coordinated and executed innovative staffing solutions to ensure center efficiency goals and staffing levels were maintained and/or exceeded and anticipated hiring needs as well as responsible for daily scheduling of 300+ customer service associates.
- Responsible for a team of six direct reports, staffed to mirror 24 x 7 call center hours of operation.

Education and Training
2010

Associates Annuity and Product Administration (AAPA) LOMA Designation Â

Associate of Science : Marketing Management , 1983 Kirkwood Community College ï¼ City , State , US

GPA 3.67 Â