

BUSINESS ANALYST SR

Summary

Business Analyst versed in data mapping and user acceptance testing, as well as solving complex problems in high-pressure environments. Excels at gathering and capturing requirements, collaboration, evaluating, recommending and driving changes with a strong focus on business needs.

Highlights

- Business process improvement
- Cost-benefit analysis
- User acceptance testing
- Project management
- Requirements gathering
- Scope and project definition

Accomplishments

- Managed marketing and product development for eSolutions & Experian Access, Experian's client facing websites that deliver consumer credit solutions to small & medium enterprises.
- Increased Internet Delivery revenue to 30M+ annually and generated more than 2.7M in new revenue.
- Developed and managed the Experian SharePoint 2010 to SharePoint 2013 migration of more than 1600 sites

Experience

Business Analyst Sr , 01/2015 to Current Insight Enterprises, Inc. i¼ Eden Prairie , MN

- Manage and lead SharePoint 2010 to SharePoint 2013 migration of more than 1600 sites.
- Act as liaison between SharePoint admins, business users and technical team for training, migration and site provisioning.
- Lead projects, facilitate project meetings, and manage tasks and deliverables.
- Develop and publish best practices, training guides and lead user training sessions.
- Capture and document business requirements and processes.

Data Quality Manager Sr , 01/2012 to 07/2014 Argo Data i¼ Richardson , TX

- Led cross-functional teams to analyze and understand the operational impacts and opportunities of technology changes.
- Developed metrics used to determine inefficiencies and areas for improvement.
- Tracked, analyzed and interpreted trends in consumer credit data.
- Researched and resolved data quality issues for our consumer credit database, and ensured overall data quality identifying trends and one offs.
- Assisted with development, implementation and UAT of PR's relating to File One infrastructure, our consumer credit database.
- Extensive experience in all aspects of data governance.
- Developed and maintained reports using data mining tools such as SQL and EZTrieve.
- Converted large complex datasets into meaningful, easy to understand reports.
- Provided updates to senior management, and helped clients see the value of Experian data and how to use it.

Marketing Product Manager , 02/2008 to 01/2012 Almo Corporation i¼ Charlotte , NC

- Managed marketing and product development for eSolutions / Experian Access, client facing websites (\$30M annually) that deliver consumer credit solutions to small & medium enterprises.
- Lead the eSolutions platform to Experian Access platform migration of 14,000 clients / 180,000 users, and managed the migration of our Single Sign On (SSO) service upgrade.
- Identified new opportunities within Experian's suite of products to incorporate on the Experian Access platform.
- Provided technical consultation and expertise in the design and implementation of custom products delivered through the Experian Access platform.
- Assessed client business requirements for custom products, worked cross-functionally with various Experian business units and product management teams to ensure custom products were in alignment with Experian capabilities and platforms.
- Develop and publish product marketing materials, client presentations and conducted client / sales training sessions online and in person

Data Specialist , 09/2004 to 11/2008 Dana-Farber Cancer Institute i¼ Methuen , MA

- Responsible for verifying, analyzing, and processing credit data for Strategic and Preferred clients to ensure data was correctly processed and loaded to File One.
- Maintained a close working relationship with Strategic and Preferred clients and coordinated with other departments to ensure clients' needs were met.
- Educated clients in areas of Consumer Credit reporting guidelines.

Data Quality Analyst II , 01/2004 to 09/2004 Amazon.Com, Inc. i¼ West Jordan , UT

- Conducted Analysis on Consumer Credit Reports to ensure that the profile displayed correctly and made corrections as necessary.
- Participated in data quality process improvement projects.
- Responsible for backing out any data that was unsuccessfully or inaccurately loaded to file.
- Conducted extensive research to determine the cause of why some consumers had more than one SSN number on file.

Database Consultant , 06/2002 to 01/2003 City Of Owatonna Mn i¼ City , STATE

- Responsible for verifying, analyzing, and processing credit data for clients to ensure file processed correctly.
- Key client contact for customer research issues, concerns, and questions.
- Educated clients in areas of Consumer Credit reporting guidelines.

Human Resources Specialist , 09/2000 to 06/2002 Experian i¼ City , STATE

- Advised managers on organizational policy matters and recommend needed changes.
- Served as a link between management and employees by handling questions, interpreting and administering contracts and helping resolve work-related problems.
- Worked on 401(k) administration, FMLA and workers' compensation claims and benefits.
- Managed communication regarding employee orientation and open enrollment for benefits.Â

Administrative Assistant III VP of Real Estate , 04/1999 to 09/2000 Bergen Brunswick Corporation i¼ City , State

- Maintained internal recurring reports to track real estate lease expirations and monthly rent payments.
- Tracked and maintained all Real Property files through Strategin database program.
- Negotiated / Executed Lease renewals and Sublease Agreements.

Education

Bachelor of Science : Business Management , 04/07/2008 University of Phoenix i¼ City , State , USA

Skills

Proficient in Microsoft Office, Project, Access, Outlook, QuickBooks, Mainframe, EZTrieve, SQL, SharePoint, SharePoint Designer, InfoPath Designer, Teamsite, iSmart, Google Analytics and Internet research.