SENIOR BUSINESS INTELLIGENCE ANALYST SOFTWARE APPLICATIONS

Professional Summary

Support short and long term BI operational and strategic activities, including driving discussions to identify stakeholders, requirements, processes and measurable success criteria. Experience/understanding of business process re-engineering and business modeling concepts, business systems development and project management.

Core Qualifications

- MicroStrategy 9.x, Crystal Reporting, Business Intelligence Objects, T-SQL queries
- ICOMS, ACP, TELECOM
- ETL Validator, Mercury Quality Center, Share Point, MS Office Suite Products
- Netezza, Oracle, MDM, Business Intelligence, UNIX, Informatica (9.5.x) and (9.6.x), HDFS, Hadoop (Hive, Impala, Hue)
- Fiddler, Aginity, HTTP Firefox, Splunk, Toad, SFTP, FTP, Squirrel
- AGILE (SCUM) Methodology, Waterfall, SDLC, Product Development

Experience

Senior Business Intelligence Analyst Software Applications 10/2011 to Current Vitera Healthcare Solutions New Haven , CT

- BI Development Team Requirements Analysis: Work with the product teams to capture requirements (both functional and non-functional) using various techniques such as workshop facilitation, data analysis, site visits, and task and workflow analysis.
- Combine all business requirements into a clear, managed, prioritized backlog (Agile) or business requirements document (Waterfall).
- Conduct analysis that identifies current state business processes or system inadequacies and presents ideas for process and systems improvement that assist product teams in meeting customer needs.
- Create use cases, user stories, functional specifications, diagrams and technical documentation as needed to articulate requirements.
- Develop and document highly complex business requirements for new reporting capabilities, and conduct the pertinent user acceptance testing.
- Software Quality: Work with product teams and business partners in defining acceptance criteria and coordinating acceptance tests and issue resolution Perform user acceptance, A/B and other types of tests to determine completeness of requirements.
- Process Modeling: Provide oversight and direction for process modeling for technical business analysts Discover and document current business processes using process modeling techniques.
- Designs and models to-be processes, performing gap analysis, and identifying areas for improvement.
- Advice and Guidance: A key member of the program management team to align and distribute work, resource capacity planning, and demand management activities for various platforms.
- Actively work and oversee less experienced business analysts providing coaching and guidance.
- Lead troubleshooting of problems and assist in getting problems appropriately prioritized, assigned, fixed, tested, and closed.
- Provide subject matter expertise to teams, customers and leaders.
- Champion team health, removing blockers to progress and encouraging healthy interaction.
- Consult and provide research leading to strategic decisions.
- Business Process Testing: Manage the strategy, design and execution of business process tests and usability evaluations.
- Perform quality assurance testing on standard and ad hoc reporting capabilities with high complexity.
- Execute data and report validations to support ongoing quality assurance processes.
- Business Analysis: Conduct investigative work to determine business requirements and specify effective business processes.
- Collaborate with stakeholders to produce effective strategy studies, business requirements specifications and feasibility studies.
- Prepare business cases which define potential benefits, options for achieving these benefits through development of new or changed processes, and associated business risks.
- Discover operational requirements, problems, and opportunities, seeking effective business solutions through process or automation improvements.
- Work iteratively with stakeholders to identify potential benefits and available options for consideration, and in defining acceptance tests.
- Support creation of reporting deliverable by performing analysis and interpretation of business information from the Business Intelligence report output provided by the Reporting team.
- Manage Business Analysts: Lead and direct business analysts Ability to oversee work and provide training associated with business analyst tasks.
- Contribute to mid-sized business solutions project.
- Recommend business actions to business leaders based on interpreted findings of the analyzed business reports.
- Provide best practice business analyst standards along with skills in solution development and delivery.

Business Data Analyst Sales Operations 03/2011 to 07/2011 Pearl Companies Austin , TX

- Work with Sales Director to provide reporting and analysis for data matching and comparison, using Business Objects, Excel Pivot Table, MS-Access and SQL queries.
- Extract and analyze data to provide data-driven recommendations.
- Build dashboards, automated reports and alerting systems.
- Provide analytics support for various departments and delivered ad-hoc report data request.
- Identify data sources, constructs data decomposition diagrams, provided data flow diagrams and document the process.
- Work with colleagues to mine internal data sources for unprecedented insights, and present findings to all levels of leadership on the frequent basis.
- Provide financial and data analysis services pursuant to the direction of AT&T Sales Director on internal improvement projects within the

Consumer Supply Chain.

- Develop SQL query, utilize TOAD for Oracle and SFTP to extract data from Alltel billing system and AT&T Telegence billing system, to conduct analysis on progress of merger efforts involving porting of Alltel customer to AT&T.
- Create complex queries in Business Objects to provide ad-hoc and customize reports for Sales Executives on sales transaction and traffic for each market area; develop sales data reports, store traffic and weekly audit reports for AT&T Directors, Area Regional Sales Managers and Stakeholders.
- Validate the development teams deliverables perform functional testing and validate release while provide support to project management office.
- Perform on-going analysis of undelivered equipment to determine corrective actions and/or change in business process to recovery over three thousand lost items.
- Design calls volume interval trend report (Synchronoss) of customer issues to assist with the creation of resolution steps.
- Provide daily statistics on incoming call traffic, call handling time, and call resolution time, performance by AT&T call center agents and Synchronous call center agents.
- Work with technical team to determine business process improvement requires handling 'fallouts' of telephone numbers unsuccessful port-into AT&T billing system.

IT Business Analyst 06/2010 to 12/2010 Leidos Lacey , WA

- Develop and maintain complex context process and system diagrams; work with remote groups such as vendors, other facilities, and or departments to gather and document tactical requirements from the business.
- Coordinate and communicate functional requirements of business unit and technical solutions with IT capability resources by designing and documenting advanced functional specs.
- Interpret and translate layman business requirements into the appropriate system's technical requirements.
- Present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Coordinate and participate in review; revisions; changes; enhancements; testing; documentation; and member notification of product enhancements and/or business opportunities.
- Ensure timely and accurate communication with project staff throughout the life cycle of the project and provide technical support for the member(s) to ensure adherence to requirements.
- Analyze change requests and defect reports for TWC's Flow-Through Provisioning System, develop solutions and fixes for them, and incorporate their specifications into the standing set of FTP requirement documents.
- Consult with developers to assure that the specifications are clear and that the software design meets the intent of the requirements.
- Provide business alignment through regular end user meetings (JARR / JAD) to define business requirements and system goals.
- Work with the technical development (programming) staff to ensure questions arising from developers are answer in a timely and accurate fashion.
- Design system solutions for an end-to-end Digital Phone provisioning process, including defining the required billing system (ICOMS and ACP) inputs/outputs to create an integrated billing interface specification required to deploy new products and services.
- Facilitate the prioritization of enhancements, projects, defects and requirements among competing business interests; collaborate with business owners to determine appropriate prioritization based upon the strategic and operational priorities of the business.
- Work with customers and business partners to streamline the Digital Phone (DP) Order Management system end-to-end processing.
- Facilitate and/or participate in joint applications requirements and design sessions (JARR or JAD) in order to identify an end-to-end solution.

Financial Systems Analyst 12/2008 to 08/2009 General Motors Huntersville , NC

- Responsible for providing to developers and IT professionals budget financial information and user requirements to assist in the decision making process related to the development of new Oracle financial database.
- Evaluate various financial systems integration point to recommend ways to improve reporting in the Management Budget Office and Accounting Department.
- Produce ad-hoc and custom statistical, performance and variance financial reports using Oracle, Excel and MS Access, and SQL queries for strategic planning and annual year-end budget forecasting.
- Develop various MS-Access queries to produce finished reports, statistics and graphic charts for distribution to executive management and mid-level management on quarterly budget revenue and spending on public and private MARTA transit services.
- Develop SQL queries, to extract and join multiple financial data files by leveraging data from multiple financial applications (including Accounting, PeopleSoft and General Ledger, data warehouse) to use as prototype for new Oracle financial application.
- Define and disseminate budget financial reports to MARTA units for analyzing year end spending and determining budget allocation forecasting.
- Perform User Acceptance Testing (UAT) to ensure accuracy of financial reports by performing on-going reconciliation between financial (GL) applications, budget relational database and Oracle system.
- Responsible for coordinating User Cases by analyzing process and business requirements, compiling data specific to develop scope of test.

Technology Business Analyst 05/2006 to 12/2008 Abbott Laboratories Waukegan , IL

- CTI Project Management Office Integration Leader in area of data analysis and reporting including but not limited to developing and producing regular usage and operational reports as well as Executive level dashboards.
- Gather, compare and format Business Intelligence data sources, operational databases, and transaction logs, other internal and external sources/reports.

- Develop, review and supervise the production of the assigned user and technical documentation to support the software development life cycle processes.
- Build cross-departmental understanding of the importance of data quality, completeness and timeliness.
- Perform data analysis and apply business acumen to document the business and technical requirements needed to develop effective MIS reporting and future enhancements.
- Manage implementation of new performance trend reports, metrics and active dashboard for use by North America and Global service desk agent, business managers and executive teams.
- Provide resolution and implement corrective action plan and procedures to support business strategies resulting in a reduction in service desk tickets and improvement in service desk SLA performance to 98% in both CTI North America and global operational departments.
- Conduct deep analysis of data and produce daily, weekly and periodic reports in user friendly formats and provide trend analysis, variance analysis, problems analysis and actionable insights.
- Automate the collection of data and all incoming problem tickets, perform analysis and lead service desk through diagnostic procedures in determining source of issues; performance gaps and development of new BI reporting infrastructure needs.
- Collect data on incoming problem tickets, perform analysis and lead service desk through diagnostic procedures in determining source of issues, performance gaps and development of new reporting infrastructure needs.
- Develop problem resolution by analyzing process problems, recommend automation solutions and worked with other departments to test and implement solutions.
- Organize and analyze data into actionable conclusions and recommendations for presentation to business owners in a clear, concise, and easily understandable manner.
- Collaborate with business users and IT to identify and understand business data, reporting, and dashboard needs; lead an iterative process with business owners to design, develop, test, and implement standardize reports.
- Implement consistent metrics definitions and use best-in-class data as guideline when working with the appropriate organizations to address performance gaps.
- Discover and monitor trends with particular emphasis on those impacted by new product releases, operational changes and new data collection techniques.
- Work closely with DBAs and system architects on the design and implementation of a Web intranet single sign-on business suite of applications.
- Coordinate with development and programming staff, Quality Assurance Technicians, and Business Vendors to implement redesign and test defect solutions for new 'one-shop' intranet single sign-on business-to-employee application.

Systems Analyst 11/2004 to 05/2006 Edward Jones Anadarko , OK

- Carry out project management activities including risk management, change management, communication management dependent on identified project needs.
- Manage the processes using SharePoint, required to ensure timely collection, distribution, storage, of project information and documentation necessary for successful communications across all stakeholders Work with business and technical team members to identify measurement requirements, define business requirements, develop reporting solutions, and implement an ongoing process.
- Responsible for the progress of ALTRIS software implementation to ensure 100% saturation to all AT&T employees' laptops and desktops.
- Ensure with the Quality Management team that requirements documentation translate into test plans.
- Provide an appropriate level of project management to ensure timely and quality deliverables.
- Identify and communicate risks and recommend solutions.
- Develop and maintain reports summarizing sales, inventory and other business data to be used by Management and Executives.

Technical Financial Analyst 11/1992 to 08/2004 JPMorgan Chase City , STATE

- Partner with the Corporate Information Technology (CIT) and other Support Departments in developing sound models and business case analysis to facilitate efficient and effective decision-making.
- Monitor and measure actual results against models and make timely recommendations for timely course corrections.
- Ensure appropriate Financial / Mission metrics are incorporated when and where appropriate.
- Execute on the budgeting and forecasting process for enterprise through development of appropriate cost-driver models and detailed revenue/expense budgets and forecasts; Monitor financial targets and metrics against actual results on a monthly and quarterly basis; provide timely monthly and quarterly analytical reporting to departmental leadership.
- Review department sponsored contracts and help build a comprehensive business case, guiding it towards the highest quantitative and / or qualitative return-on-investment possible.
- Monitor capital budget and monthly spend for CIT department.
- Conduct ad hoc financial analysis as requested by Finance Director, Department Leadership and VP FP&A and continually strive to identify opportunities to provide financial leadership aimed at reducing costs, increasing revenue and driving more dollars towards mission.
- Ensure department personnel are coding their time and expenses to the correct activity codes.
- Help educate on proper usage of activity codes, and take corrective action if needed.
- Team lead for small team of developers working to meet organizational needs.
- Perform DBA functions including backups, disaster recovery planning.
- Work with system global operations development teams to define security requirements for new systems in- line with enterprise information security architecture.
- Participate on problem investigation teams for system problems, trends, and software defects to implement a sustainable and effective corrective action.

- Responsible for standardized financial reports for all levels of stakeholders, providing data to assist them efficiently and effectively to enable development staff, project managers, and senior management to make the necessary decisions critical to a project's success.
- Create MS-Access database that leverage common relationships between key internal financial systems, such as, Fixed Assets, General Ledger and PeopleSoft applications.
- Transform business requirements into process mappings and detailed systems requirements.
- Perform daily monitoring and prepare reports on SAP system activity to the executive management team.
- Provide ad-hoc reports to ensure compliance with IT Security Policy, Audit, and Regulatory requirements.
- Conducted risk analysis, resolution of operational errors, and prepare documentation for both internal and external audits.

Education
Bachelor Degree : Business Systems Business Systems
Associate Degree : Computer Information Systems Computer Information Systems
Work History
Company Name
Skills

Accounting, streamline, ad, AGILE, articulate, audit reports, Automate, automation, benefits, billing, billing system, budgeting, budgets, Budget, Business Analysis, business analyst, business case analysis, business case, BI, Business Intelligence, Business Objects, Business Process, business processes, business process improvement, business solutions, business strategies, call center, capacity planning, change management, charts, coaching, concise, contracts, Crystal, CTI, clients, data analysis, data collection, Data Migration, data warehouse, DBA, databases, database, Data Warehousing, decision-making, decision making, delivery, designing, desktops, direction, disaster recovery planning, Documentation, driving, ETL, executive management, senior management, external audits, fashion, feasibility studies, Finance, Financial, financial analysis, FP&A, financial reports, Fixed Assets, forecasting, FTP, Functional, General Ledger, GL, graphic, HTTP, Informatica, information security, Information Technology, interpretation, inventory, laptops, Leadership, Team lead, Director, market, meetings, MS-Access, MS Access, Excel, MS Office Suite, Office, SharePoint, Share Point, 98, MicroStrategy 9.x, MIS, enterprise, Oracle, Oracle financial, Order Management, organizational, PeopleSoft, personnel, Pivot Table, problem resolution, processes, Process Modeling, Product Development, producing, program management, coding, programming, progress, Project Management, Quality, quality assurance, Quality Management, relational database, reporting, requirement, Requirements Analysis, research, risk analysis, risk management, Sales, SAP, SDLC, SLA, software design, software development, sound, specification, SQL, statistics, stories, strategy, strategic, strategic planning, Supply Chain, systems integration, technical support, technical documentation, TELECOM, telephone, Phone, TOAD, T-SQL, trend, troubleshooting, UNIX, Validation, variance analysis, Website, Workflow Analysis, year-end