

BUSINESS ANALYST

Summary

Experienced Business Analyst offering 17 years developing solutions to meet the ever-changing requirements for processing financial aid in higher education.

Experience

Business Analyst Jan 2002 to Jan 2015

Marsh & McLennan Companies, Inc. 1/4 Fairfax , VA

- Remote Employee)
- Lead Business Analyst in Banner Financial Aid development for numerous projects including: â—| Direct Loan, Pell Grant, and TEACH Grant processing and COD reporting â—| Federal Methodology calculation functionality developed as a Cloud/SaaS solution â—| Direct Loan Redesign and Streamlining â—| Self-Service Enhancement â—| NSLDS Transfer Monitoring/Financial Aid History
- Analyzed Department of Education technical specifications for necessary modifications to Banner Financial Aid.
- Monitored and analyzed Dear Colleague Letters, Electronic Announcements, Federal Registers, COD Processing Updates, NASFAA Newsletters, and IFAP for changes and impacts to clients and software.
- Analyzed process flows and developed requirements for functional improvements and enhancements.
- Experienced in Agile and Waterfall development methodologies.
- Developed software specifications, user stories and use cases while collaborating and eliciting input from internal and external stakeholders.
- Conducted focus group meetings and collaborated with clients on enhancements to functionality.
- Implemented and tested enhancement requests to functionality.
- Resolved client issues by establishing workarounds and determining appropriate defect fixes.
- Developed and executed test plans for integration, regression and system testing.
- Assisted alpha and beta testers, troubleshooting issues and determining solutions.
- Conducted external testing of the Banner software with COD and CPS school testing systems.
- Developed, edited and maintained user documentation.
- Developed and conducted internal and external user training.

Financial Aid Business Analyst/Information Systems Support Specialist Jan 1998 to Jan 2002

Copper Mountain Community College District 1/4 Joshua Tree , CA

- Maintained a thorough knowledge of federal, state and institutional policies and regulations affecting all four MSU campuses.
- Team leader and manager for the financial aid module of the Banner system for the financial aid offices on the four campuses of MSU.
- Coordinated upgrade timelines and determined system-wide priorities and objectives in conjunction with other module team leaders.
- Analyzed FA office policy and Banner setup/procedures to assist in developing common standards and best practices across the four campuses.
- Developed programs to produce federal, state, institutional and other miscellaneous ad hoc reports for all four campuses.
- Problem resolution and troubleshooting of all computer systems used by the FA module including issues with Banner, SQL, Microsoft Access, SAIG, FTP, Unix, and Scholarnet.
- Liaison between the FA functional users, the Information Technology department and the SCT Action Line.
- Developed testing plans for upgrades and coordinated testing among the four campuses and other Banner modules.

Financial Aid Specialist Jan 1995 to Jan 1998

Montana State University Great Falls College Of Technology 1/4 City , STATE

- Maintained a thorough knowledge of all federal, state and institutional financial aid policies and regulations.
- Developed and implemented financial aid policy and procedures.
- Verified student files, awarded and adjusted financial aid awards, answered student questions and assisted them in the financial aid application process.
- Processed student loan applications, Pell payment files, data load and correction files.
- Processed all transmissions with the Department of Ed and other outside agencies.
- Analyzed, developed, enhanced and maintained the Office of Financial Aid computer systems and processes.
- Developed and prepared reports for federal, state and institutional financial aid reporting.
- Developed all publications, forms and consumer information for the office.
- Presented numerous high school night presentations to various high schools in the community.
- Served as liaison between the Office of Financial Aid and the Information Technology department system analysts.
- Certified enrollment and monitored satisfactory progress for all veterans at the College of Technology.

Education

Bachelor of Science , Business Administration University of Montana 1/4 City , State , US Bachelor of Science, Business Administration - Finance and Management University of Montana - Missoula, MT

Associate of Science , Business Administration Northern Montana College 1/4 City , State , US Associate of Science, Business Administration Northern Montana College - Havre, MT Awards Topaz Award - Ellucian - June 2011 â—| Customer Support

Accomplishments

- Verified student files, awarded and adjusted financial aid awards, answered student questions and assisted them in the financial aid application process

- Topaz Award - Ellucian - June 2011
- Sapphire Award - Ellucian - December 2010
- Sapphire Award - Ellucian - December 2009
- Topaz Award - Ellucian - October 2006
- Sapphire Award - Ellucian - June 2006
- Sapphire Award - Ellucian - June 2003
- NASFAA State Award
- Winner of NASFAA State Award for Support Staff Training Presentation 1999
- Business Systems Analysis
- Requirements Gathering and Development
- Integration, Regression and System Testing
- Experienced Trainer and Public Speaker
- Superb Communication Skills
- Advanced Problem Solving Abilities
- Active Team Member and Collaborator
- Over 20 Years of Financial Aid Experience

Certifications

CPS

Affiliations

National Association of Financial Aid Administrators (NASFAA)

Presentations

Annual Ellucian Live and Summit Conference Presentations Innovation Webinars - Provided with each release

Skills

Financial Aid, Testing, Cases, Clients, Documentation, Integration, Integrator, Saas, Software As A Service, Solutions, System Testing, Technical Specifications, Test Plans, Training, Use Cases, User Stories, Liaison, Access, Best Practices, Ftp, Microsoft Access, Ms Access, Problem Resolution, Sql, Systems Support, Unix, Progress, Transmissions, Business Requirements, Business Systems Analysis, Problem Solving, Requirements Gathering, Staff Training, Systems Analysis, Associate, Award, Customer Support, Finance, Topaz