BUSINESS ANALYST
Objective

To secure a challenging, responsible and rewarding position as a business analyst in the financial industry.

Professional Value Offered

Talented Business Analyst with 10 years of experience in pharmaceutical, banking, health care, and hospitality industries.Significant knowledge and strong inclination towards systems design and managing business expectations. Hands on experience in gathering and documenting business requirements, generating workflow diagrams, software development process flow and product development/deployment. Self-motivated, committed, quick-learner, detail-oriented team player with great communication, interpersonal, analytical and problem solving skills.

Experience
Business Analyst
May 2010 to Current Pg&E Corporation ï¼ Marysville , CA

Business Analyst for design and technology services firm offering cutting-edge IT solutions and world-call offshore services across a range of industry and technology segments to Enterprises and Independent Software Vendors (ISVs).

- Determined user/business/functional requirements. Created vision, scope, and use case documents; workflow, screen mock-ups, and conversion requirements.
- Liaised with Business Analysts in offshore and onsite to create data maps.
- Prepared business process models; used Visio to create use case diagrams.
- Prioritized outstanding defects and system problems, ensuring accuracy and deadlines were met.
- Performed GAP and Risk analysis of existing system and evaluated benefits of new system.
- Validated technical designs created by IT developers against functional specifications.
- Worked with QA team to design test plan and test cases for User Acceptance Testing (UAT).
- Coordinated work plans between project manager and client using MS Project.
- Created documentation for training and Help Desk teams.

Business Development Manager
October 2004 to April 2010 Alto Pharmacy ï¼ Ontario , CA

Identified new business development opportunities for this hospitality firm while acquiring extensive experience in all aspect of growing and operating business from the start up

- Analyzed and implemented numerous business optimization projects that helped in improved efficiency, reduced expenses, labor costs, and maximized profit.
- Researched, implemented and customized new technology solutions for point of sales systems.
- Worked with production managers and stakeholders to design and implement tools and controls to achieve performance goals.
- Automated systems and put in processes for inventory And vendor Management replacing outdated manual processes.
- Coordinated, analyzed and implemented web, management and marketing solutions from conception through delivery.
- Complied and created custom reports for business reviews and status, performance, and pending business initiatives by analyzing databases from different systems.

Assistant Vice President / Senior Business Analyst
July 1999 to October 2004 Dish Network Corporation ï¼ Paterson , NJ

The Risk Management Group provides the tools, applications and reports necessary to help the Risk Control team assess the financial risk through exposure to changes in market prices, such as interest rates, exchange rates, and commodity prices.

- Interfaced with business users to prepare and update Business Process Requirements (BPR) and Software System Requirements (SSR). Created test cases and test scripts.
- Interfaced with SMEs to prepare BPR documents for ongoing projects.
- Developed use case with UML for new product functionality.
- Developed workflow, screen mock-ups and and conversion requirements.
- Updated System Change Request (SCR) forms for Product Data Management (PDM).
- â€¢Applied change requests, versions, and addendums.
- â€¢Conducted risk engineering to derive and execute action plans on time.
- Profiled stakeholders and performed gap analysis to ensure project completeness and accuracy.
- Conducted risk engineering to derive and execute action plans on time.
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- Prioritized business and systems problems; analyzed legislation and conducted impact analysis.

Senior Analyst/Developer

October 1998 to July 1999 Forrester Research, Inc. ï¼ Chicago , IL

- May Tag & Label is the manufacturer of laser and ink jet printer labels, a large assortment of multi-purpose labels and a wide variety of tag products.
- The MIS/IT department handled all application design, development, and support for the outfit including it's large manufacturing department and all supporting entities.
- Involved with the development and maintenance of key applications of the company.
- Designed and worked with different systems including package tracking, Accounts Receivable, system inventory, mailing lists and invoices.
- Developed and coordinated project plan, interacted with users to understand and ensure critical needs, analysis and creation and generation of complex reports (Summary reports, general, and filtered reports) using ODBC and data extracts from SQL server 6.5 and Macola.
- Software tools used were Visual Basic, MS Access, Visio and Crystal Reports 5.0.
- Coordinated training, installation and software/hardware support for the end users.

Consultant
June 1997 to October 1998 Phoenix Children's Hospital ï¼ Dallas , TX

- The goal of the team was to ensure that the critical processes and key suppliers and vendors were unaffected by any negative effects of Y2K.
- Designed and implemented the Supplier Tracking Application using Microsoft Access.
- Development included creation of database, various data entry forms, macros to import and export data and complex report generation using both MS-Access and Excel 97.
- Based on performance, was asked to serve as team lead for Y2K survey of critical vendors.
- Responsibility included working with senior-level employees in requirement gathering, creation of database and reports using MS-Access and MS-Excel.

Research Assistant
July 1996 to June 1997 Colgate-Palmolive Company ï¼ City , STATE

- The microbiological team worked in conjunction with the hard surface care products team in assessing the effectiveness of soaps and detergents in comparison with competitor products and new product development.
- Performed microbiological testing of hard surface care products for comparison studies against competitor products.
- Acted as a liaison between the microbiological laboratory and the hard surface care products team to conduct tests and scenarios on products with various microbial agents.
- Designed, structured and conducted experiments , yielding quantitative data result sets to help support a hypothesis Presented results to the products team and led discussions on adjustments and redesigns needed in conducting additional tests.

Technical Skills

Software Â

MS-SQL Server, Team Foundation Sever, Visual Basic, Oracle, Visio, Sybase, MS-Access, Visual SourceSafe, MS-Office, Lotus SmartSuite, Netscape, MS-Project, Front Page, FoxPro, Crystal Reports.

Languages Â

PSQL, VBScript, Java, HTML, C, Basic, Access Basic

Operating Systems Â

Windows (7, 2003, XP, NT, 98, 95), UNIX, MS-DOS, VAX/VMS

Education
BS : Biotechnology , 1997 Rutgers University ï¼ City , State
MS : Computer Information Systems New Jersey Institute of Technology ï¼ City , State