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San Pedro, CA

SUMMARY

- Results-driven Business Solutions Analyst with 10+ years of experience in systems analysis, business process reengineering (BPR), and end-to-end project delivery across e-Commerce, healthcare, government, and Utilities technology environments. Skilled in Azure, Dev OPS, SQL, Dynamics 365, and Agile/Waterfall methodologies. Proven ability to translate business needs into technical solutions, project-managed cross-functional teams, and ensured system integration, compliance, and user adoption.
- SKILLS
- Waterfall & AGILE Methodology
- User Story Development
- Requirements management
- JIRA and HP-ALM administration
- Document creation (BRD, FRD, RTM)
- Functional/Non-Functional Requirements Creation
- Requirements Traceability
- Use Case Development
- Wireframes/Mock-up creation
- Test Plan/Case Management
- Interactive Dashboard Creation / SQL
- User Story Analysis and Creation
- User Story Board Construction and Management
- Product Backlog Mgt.
- Project Management
- Software testing and verification
- Project planning and management
- User training documentation and support
- Data modeling and analysis
- Data visualization techniques
- Requirements Modelling (Swim Lanes, Data, Sequence, Use Case /UML)
- User Training Guide Creation
- Business Process Mapping

TOOLS

- Confluence
- JIRA/ATLASSIAN
- LUCIDCHART
- DOORS
- MS Office
- Project Server
- MS Visio
- ZOOM
- SSMS
- SharePoint
- MS Project
- Power BI
- Azure DEVOPS
- MySQL Workbench
- TEAMS
- Excel/ Power Pivot
- Power BI
- HP-ALM
- Informatica

Education

- Master of Science: Information Technology 'From University of Maryland @ UC; College Park, MD -2007
- Bachelor of Science: Electrical Engineering from Southern Illinois University; Edwardsville, IL -1998

Certification:

- PMI ('21): Certified PMP (#3029386)
- Scrum Alliance ('20): Certified Scrum Product Owner

PROFESSIONAL EXPERIENCE

Superior Health, ERCT- Electrical Utility, Dallas, TX. (Remote)

Nov 2022 to Current

AMTEK (Health Care Mgt., Data Warehouse, and Service Now/Customer Service Mgt.)

Business Systems Analyst

Delivered the following products:- Health Care Mgt. System

- Utilized the Waterfall and AGILE methodologies to provide a comprehensive solution that included both new and enhanced capabilities in the following areas: Enrollment, Claims, Billing, Mobile Access, Self-service, and Payment Integrity; that streamlined processes, improved the user experience, and provided robust functionality across all platforms.
- Collaborated with the PM to create the project business case (including the product scope, problem space, KPIs, etc.) to initiate the project.
- Facilitated requirements gathering/brainstorming sessions and workshops with stakeholders (e.g., SMEs, Business Owners, etc.) to elicit requirements, review and document existing business processes, capture business challenges/pain points, and business rules using BPMN diagrams, used to produce high-level/actionable tasks that aligned with business objectives.
- Conducted GAP Analysis and documented the "Deltas" between the "AS-IS" and "TO-BE" processes via Process / Execution Flow diagrams.
- Utilized MS Word and Visio to create the following project requirements artifacts: FRD, Formal Use Case, GAP Analysis Matrix, requirements traceability matrix (RTM), Swim lanes, Data Models, Sequence Diagrams, and Execution Flow Diagrams that supported product design, development, and testing throughout the product's SDLC.
- Translated the information captured at requirements gathering meetings, workshops, use cases, BPMN diagrams, and GAPs analysis into detailed functional and non-functional requirements.
- Developed mockups and Wireframes, and collaborated with the dev. team to support user interface/ front-end design and development.
- Liaised with Business Owners, SMEs, and Development teams to ensure the client's needs aligned with the business objectives, provided documentation access/transparency, conducted follow-ups, and resolved action items to keep the project on track.
- Developed user story maps and worked with stakeholders on the decomposition of EPICS, Features, and sibling user stories.
- Updated JIRA with converted requirements/capabilities gathered from workshops into EPICs/Features and actionable User stories.
- Utilized JIRA to manage user stories, conduct product backlog grooming sessions, assign acceptance criteria, prioritize/reprioritize user stories, and update backlog items/statuses.
- Collaborated with the QA team to assist with user acceptance testing (UAT), ensuring products met quality standards by documenting defects, retesting, and closing defect tickets before product acceptance.
- Produced training documents (e.g., Quick Start guides and Job Aids) to assist with new product deployments.
- Coordinated with cross-functional teams to deploy the approved solution in the client's operational environment, monitored performance, tracked/resolved change requests to support and maintain the product in operations mode.

Data Mapping and Systems/ Data Integration (Data Warehouse)

- Utilized Waterfall and AGILE methods below that delivered a fully integrated solution that contained mapped Pharma, Pathology, Billing, and Electronic Health Record data to improve patient care and streamline administrative processes.
- Developed and/or generated data diagrams (e.g., Data Flow, ER, Sequence, and Concept) to review and assess legacy sources' interfaces, data exchange, data types, etc.
- Facilitated requirements meeting and workshops (e.g., Health Information Mgt., Accounting Dept, etc.) to gather/document data, functional/nonfunctional, and API requirements.
- Translated requirements meeting details into user story map(s), high-level EPICS/sibling user stories, and updated the Product Backlog.
- Wrote customized SQL queries to review and import legacy data via MySQL Workbench.
- Created interactive dashboards/reports utilizing MS Excel and Power Pivot functionality to review charts/graphs, and conduct comparative analysis with the technical/non-technical stakeholders.

- Translated information captured in customized sequence diagrams into detailed API requirements.
- Collaborated with the technical team to conduct data mapping of legacy source data to the target/ central data warehouse.
- Collaborated with QA to conduct UAT and operational environment pre-deployment planning.
- Deployed the final product in the clients' operational environment, monitored performance, and made updates via approved change requests to maintain optimal system performance.

Electrical Utility-Service Now (Client Service Mgt. System)

- Successfully implemented and deployed a Client Service Management System that provided enhanced tracking, automated workflows, and reporting for its system users and Electrical Utility Clients.
- Utilized the Waterfall methodology to deliver a client service management System (CSM)...
- Assisted project management with defining project scope, scheduling, and interpreting deliverables to ensure successful project execution.
- Facilitated interviews and workshops with stakeholders, customers, utility operators, and technical teams to gather/ analyze business requirements, document pain points, and review opportunities for improvement in the client service and management process.
- Conducted process mapping, identified inefficiencies within existing client service workflows, and recommended changes that were implemented to improve service response and support ticket resolution times.
- Created wire frames/mockups and worked with the Dev. team to review and support the design and development of the utility clients and admin. U/I's.
- Worked with the PM to establish key performance indicators (KPIs) that measured the effectiveness of the CSM implementation: customer interactions, service levels, resolution times, etc.
- Liaised with business owners, IT, Operations, and Client Services to ensure stakeholders were aligned on business objectives/ project goals, and made updates as necessary to manage the stakeholders' expectations.
- Developed training materials and conducted workshops for CSM representatives and other stakeholders to acclimate users with the new system, and provided ongoing product support.
- Implemented mechanisms to collect customer feedback on the CSM system's usability, performance, and service quality. Analyzed feedback, identified trends/ areas for improvement, and ensured the system continuously evolved to meet customer expectations.

Gainwell Technologies (EHR / CalWIN), Sacramento, CA.(Remote) State Of California Business System Analyst

Oct 2019 to Aug 2022

- Implemented and deployed an Electronic Health Record (EHR) that provided medical coverage via portal or mobile access, and Welfare benefits. Utilized the Waterfall methodology to achieve the following:
- Assisted in project management and creation of the following artifacts: project plan(s), status reporting template(s), and risk management assessment and documentation.
- Collaborated with Medical Stakeholders, SMEs, and IT teams to gather and document functional and non-functional requirements for the EHR systems, utilizing BPMN diagrams to document the current business processes, future state requirements, document business challenges, etc.
- Conducted workflow analysis and identified bottlenecks in documentation processes, resulting in a redesign that reduced average patient documentation time by 20%.
- Served as a liaison between stakeholders—including clinicians, IT staff, and administrative personnel—to ensure clear communication and understanding of the projects' goals.
- Created and maintained comprehensive documentation via MS Word-VISIO, including FRD, BRD, RTM, Process Models, Work Frames, Training Materials, and Use Cases to assist with the design, test, and implementation tasks.
- Worked with the dev and IT teams to set up the environments to test and verify the product in non-operational environments.
- Collaborated with the UA team to design and execute test cases to validate system configurations and functionality, ensuring all requirements are met before product approval and deployment.
- Developed and delivered comprehensive training documents/products for healthcare staff members on the new EHR system, improving user adoption rates > 35%.
- Monitored and evaluated system performance post-deployment, provided operational support to resolve issues, and implemented CR's to update and/or enhance product functionality.
- Code Set Data Mapping & Data Integration
- Utilized the SOW and Project Charter/ Business Case to assess initial data mapping requirements for the legacy EHR data and target system data to generate data models, concept diagrams, and sequence diagrams for requirements elicitation workshops/ meetings.
- Facilitated requirements meetings/ workshops with the stakeholders to review and update the data models, concept, and sequence diagrams for data mapping, data integration, and API requirements.

- Wrote customized SQL queries to extract, export (Excel), analyze (via customized Dashboards), and assess the legacy EHR data assets.
- Assisted dev. Team with migrating legacy EHR systems data to the new EHR system, utilizing INFORAMATICA
- Collaborated with QA to conduct data validation testing to ensure successful code set data integration, and validated API(s), workflows, and automated file transfer(s) behaved as required.

Veterans Engineering (Mobile Application (CLOUD)Baltimore, MD (Remote)

Oct 2018 to Oct 2019

End Client: U.S. Veterans Administration

Sr. Business Analyst

- Designed and delivered a Mobile Law Enforcement (MLE) CLOUD (Saas) application that improved efficiency for VA security operations/ Law enforcement, and ensured scalable and secure communications for the mobile client. Utilized the Waterfall and AGILE methodologies to achieve the following:
- Reviewed and analyzed the project's initiation documentation (SOW, Project Charter/Business Case, Incumbent System Details, Stakeholder Information, etc.), prepped for JAD sessions.
- Lead JAD sessions with VA law enforcement stakeholders to elicit comprehensive requirements that addressed incident reporting, real-time data access, mobile communications,
- document the business needs and challenges of the client using BPMN diagrams as a communication, brainstorming, and redlining/updating technique.
- I utilized BPMN diagrams to map existing processes and identify gaps, document "TO-BE" processes, ensuring the new application streamlines MLE operations and enhances efficiency.
- Translated business needs/\r session results and BPMN diagram updates into functional/non-functional requirements, and API requirements.
- Translated information captured in customized sequence diagrams into detailed API requirements.
- Created and managed the following requirements documents and analysis techniques: FRD, IRD, RTM, Concept of Operations, Sequence Diagrams, and Execution Flow Diagrams to support Development and QA Testing.
- Liaised with the Service, Business Management, and Platform Operations teams to ensure business objectives and requirements alignment, and acquire requirements document approval.
- Developed wireframes and mock-ups to support the design and development of the user interfaces for the specified products (i.e., Mobile LE).
- Created user story maps to break down the MLE streamlined operations capabilities into manageable components. And conducted product backlog grooming in collaboration with the development team to refine stories, prioritizing user stories for sprint planning.
- Utilized JIRA to track user stories, manage product backlog, and manage regular grooming sessions.
- Assisted QA with developing test plans/cases to initiate UAT and document/correct product defects before product approval and deployment.

AGREEYA Solutions (Healthcare Mgt. Application)Los Angeles, CA

Apr 2017 to Oct 2019

End Client: LA Care Health Plan

Business Systems Analyst

- Led a project team that delivered a Healthcare Management System solution that integrated and partitioned a Member, Staff, and Provider Portal with Enrollment, and Claims/Billing capabilities that streamlined operations and enhanced the user experience. Utilized Waterfall and AGILE methodologies to achieve the following:
- Developed and executed a project plan to drive project activities, managing financial resources and budget, and delivering on time.
- Managed the design and implementation of enhanced member enrollment workflows, improved the application process, and reduced the members' access time to benefits by +40%.
- Implemented an automated enrollment system that resulted in annual savings of \$150,000/yr by reducing operational costs and improving accuracy in enrollment processing.
- Leveraged Microsoft Project, Azure DevOps, and Office 365 tools for project scheduling, stakeholder reporting, and issue tracking.
- Directed the design and implementation of the Self-Service features (e.g., Schedule office visits, View test results, Manage Personal Information, Patient-Doc Chat, etc.), boosting patient engagement and satisfaction.
- Oversaw the enhancement of the claims and billing features, which improved the provider-payer process and reduced claim denials by 40%.
- Held regular team/stakeholder meetings to communicate project status and action item reviews for transparency.
- Converted BPMN details into EPICs/User stories, assigned acceptance criteria, updated user storyboards, and reviewed/updated with the Scrum team.
- Facilitated product backlog grooming and refinement meetings, participated in daily scrums to update the product backlog and prep for spring planning.

- Participated in daily scrums, sprint planning, sprint reviews, and retrospective meeting(s) to track progress and updated/reprioritized the product backlogs based on the results of the required AGILE meetings.
- Collaborated with QA teams to support performance and reliability testing efforts, ensuring all enhancements met quality standards before release.

Gateway Solutions, Inc. (Integrated Project Schedule Mgt.) Los Angeles, CA

Oct 2016 to Apr 2017

End Client: Northrop Grumman

Business Analyst

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- Provided schedule management support analysis for projects, including Tactical Internet Management Systems (TIMS), Joint Mission Planning System (JMPS), and EA-6B Tactical Information and Report Management System; included timelines, resource allocation, risk assessment, and ensured timely completion and effective stakeholder communication.
- Utilized Microsoft Project and Smartsheet to create and manage detailed schedules that aligned with the goals specified within the Project Charter(s) for each project.
- Managed multiple NGC projects and prioritized tasks based on deadlines for each project and feedback received from the PMO and Project Management.
- Monitored project progress against their schedule(s) and used key performance indicators (KPIs) to provide regular updates/insights to the project stakeholders.
- Facilitated collaboration meetings with diverse teams (e.g., Project Schedule Owners/Project Team) to ensure teams were aligned with the project's timelines and expectations.
- Managed schedule changes and maintained open communications with stakeholders, providing timely updates and gathering feedback to adjust schedules as needed.
- Archived the project schedules and updated the lessons learned folders within SharePoint for each project.

TEK Systems (Financial/Reimbursement System) Ventura, CA

Feb 2015 to Oct 2016

End Client: U.S. Navy

Sr. BA / Requirements Lead

- Supported an Implementation team that successfully deployed an automated business and travel reimbursement system, resulting in a 30% reduction in processing time and a 15% decrease in claim denials.
- Utilized the Waterfall and AGILE methodologies to achieve the following:
- Conducted cost-benefit analyses to evaluate the financial implications of proposed reimbursement system changes, and provided insights to justify the investment in the reimbursement system.
- Collaborated with stakeholders to elicit and document business requirements for the financial and reimbursement system, and ensured alignment with the organization's business goals.
- Created and performed a GAP Analysis and translated "TO-BE" processes into discrete requirements (e.g., functional and non-functional).
- Produced mockups for the expense and reporting capabilities to review and update with the development team.
- Created and managed project requirements documents (e.g., BRDs, FRDs, RTMs, Use Cases, GAP Analysis Matrices) to support product design, development, and testing activities.
- Translated Initiatives/EPICS into user story maps using EF diagrams, and use cases
- Collaborated with the development team to refine, groom, and assign acceptance to specified product backlog items.
- Utilized JIRA to create and manage the project's EPICS, Features, and User Stories, and generated status reports for approved user stories, to initiate sprint planning and execution.
- Collaborated with QA and developed comprehensive testing plans for system changes, including user acceptance testing (UAT), and ensured modifications met specified requirements and user needs.
- Worked with the training support team to design and deliver training for staff members on new reimbursement systems and procedures.
- Implemented analytical techniques to identify discrepancies in reimbursement claims, which contributed to a significant reduction in fraud and recovery of \$200,000 in lost revenue.

KUH Consulting (e-Commerce System (Automotive) Torrance, CA

Sep 2013 to Sep 2014

End Client: Toyota Motor Sales

Business Analyst

- Led the implementation of a new e-commerce and data syndication platform that increased online sales (e.g., Auto Data Catalogs) by 40% within the first six months, enhancing user experience and overall site performance.
- Utilized the Waterfall methodology to achieve the following:
- Developed and executed project plans for the e-commerce platform implementation, and managed the schedule and budget.

- Worked closely with IT, Marketing, Sales, and the Customer service departments to ensure alignment on the project goals and seamless integration of the e-commerce systems.
- Collaborated with stakeholders to gather and document business requirements for e-commerce functionalities, and translated them into detailed requirements for the development team.
- Developed and executed streamlined order processing workflows that reduced order fulfillment times by 20%, improving customer satisfaction ratings.
- Maintained proactive communications with stakeholders throughout the project lifecycle, including post product deployment, provided updates, addressed /resolved client concerns, and gathered user feedback for continuous improvement.
- Coordinated UAT sessions with stakeholders to validate system functionality, and ensured that the e-commerce platforms met the clients' expectations and business requirements before "go live".
- Developed comprehensive training materials and documentation for end-users to facilitate the adoption of new e-commerce systems and processes.
- Monitored system performance, reviewed user feedback post product deployment, and implemented change requests to enhance user experience and maintain operational efficiency.