**Darvyn Lewis** [**dlewis\_lcs@hotmail.com**](mailto:dlewis_lcs@hotmail.com) **540-221-0088**

**Summary of Qualifications**

Highly motivated Business Analyst professional uniquely skilled at gathering, translating and documenting business/system requirements, collaborating with internal lines of businesses; external vendors and various IT department cross-functional project teams. Seeking a full-time or contractual Senior Business Analyst position.

**Areas of Expertise**

* Information Gathering • Proof of Concept Testing • Change Management
* Software Development Life Cycle • Effective Communication • Problem Solving
* Use Case/User Stories • Test Scripts • QA/ UAT
* Technical Documentation Creation • Process Development/Improvement • Process flowcharts, activity diagrams

**Project Methodologies, Tools & Product Knowledge**

* **Methodologies**: Agile, SCRUM, Kanban, Critical Path Method (CPM), Waterfall, PMBOK, Six Sigma, Rational Unified Processes
* Tools: SQL Server, SharePoint, Microsoft Office Products (Outlook, Project, Excel, PowerPoint, Visio, Word, Access), Mac, OS, iOS, VersionOne, Clarity Portfolio Management, Blueprint, Iserve, Business Process Re-Engineering (BRP), Workbench, Timeline, Rational Unified Process (RUP), Project Development Process (PDP), Sum Totals, Oracle 7.0, IBM MQ Series, MQ Workflow, IBM JAVA, Integrated Six Sigma Tools; JIRA, Confluence, Optimal Trace templates, UI/UX data mapping, Extract Transform, Load (ETL)
* **Product Knowledge:** NEA Products (IMS, Salesforce/CRM, Case Management, OLM, WESE, COGNOS 10.2.2), Other Products: Data Warehouse, POS, BI Reporting (Crystal 2011, SAS 9.4), PeopleSoft Financials (Account Payable, Account Receivable, Procure-To-Pay, Cash Drawer, Billing, Purchasing, Settlements, Expenses, Procurement, General Ledger), Banking online products, (Consumer Credit Cards, Cross State ATM Linkage, VISA Access Card, Small Business, Consumer Power Rewards), Affordable Care Act, HHS 508 Compliance Rules and Regulations, Data Lineage and Data Cataloging, Supply Chain Management, TrackWise, Quality Center

**PROFESSIONAL EXPERIENCE**

**Apex Systems Consultant Position March 2020 to Present**

**Altria (ALAMO - TrackWise Enhancements),** *Sr. Business Analyst* **Richmond, VA**

* Adhere to the standards of Altria BA workstream, BRD's, coordinating UAT using QC, SDLC documentation, etc.
* Leads the Requirement gathering, management process and interacts with Business users or technical teams to elicit requirements to ensure totality and accuracy.
* Responsible for creation & development of requirements process artifacts and the quality of deliverables.
* Leads in coordinating activities as necessary with other departments and/or divisions to assure completion & quality of Plan & Define phase deliverables.
* Conducts visualization, prepares use cases, sessions to validate requirements, dependencies and constraints with Business Users.
* Create prototypes; review against business processes; and perform analyses and gain consensus with stakeholders (Business Users & others)

**TEKsystems Consultant Position September 2019 to January 2020**

**Bank of America, (Global Wealth Investment Management),** *Sr. Business Analyst* **Charlotte, NC**

* Facilitated Collaboration Online Banking Enhancement (COBE) Daily Standup Calls for the 12-member agile team.
* Analyzed and gathered requirements for Merrill Lynch website and customer facing banking applications, translating them into User Stories within JIRA.
* Coordinated bi-weekly requirements, user stories refinement and backlog grooming Calls with COBE team along with all dependencies development teams and product owners.
* Communicated committed stories for the upcoming 2 week Sprints for backlog owners and stakeholders.
* Prepare project documentation like meeting minutes, call playbacks, business process documents and other process workflow diagrams as required.

**National Education Association November 2015 to September 2019**

**CIT MMS – Business System Support,** *Sr. Business Analyst* **Washington, DC**

* Facilitated the Salesforce/NEA360 Join Now processes and/or activities, Discovery Demo, SEA Survey evaluation and approval, follow-up with NEA Data Analyst, Kick-off UAT meetings, provide SEA UAT Packet, Set UAT schedules, validate defects and fixes, approve NEA360 Join Now go forward Launches and updating JIRA tickets.
* Analyzed and gather requirements for AEA retiring of the Mullins Access Database; train AEA and AERA Staff on transitioning the Retirement Systems, Membership Access Cards and Delegate processing within Salesforce/NEA360. In addition, creating a plan to convert AEA Benefits/Educator Benefits Corporation System off the Mullins Accounting module to the AEA Xero Software Financial System.
* Provided Salesforce/NEA360 membership system and process support for membership staff in 10-20 state affiliates; advise on NEA policies, procedures, and bylaws related to membership.
* Identify, replicate, and determine root cause of Salesforce/NEA360 system issues; document and confirm requirement changes with ITS staff.
* Coordinated with NEA Member Benefits and ITS department to ensure complete processing of monthly membership files for IPS states; validate, analyze, and resolve issues related to the conversion of data into Salesforce/NEA360 database.
* Trained membership staff for assigned affiliates on system functionality related to enrollment, payment uploads, eDues, MEX, MRA/Cognos use and impact of SSN elimination.
* Provided affiliates with guidance on annual FYMP process; support update of system configuration and coordinate with ITS Operations team for process scheduling.
* Provided onsite support for Delegate Registration process at the Annual Representative Assembly; performed onsite registration and adjustments for delegates.
* Part of membership SME team responsible for the gathering and documentation of business requirements for the Salesforce/ NEA360 enterprise Salesforce CRM/association management integrated solution.
* Serving as a SME for IMS Lite web-based membership enrollment tool; created training guide and user guide documentation,

facilitated Demo for EDIS, SEA Adoption team and state affiliates.

**TEKsystems Consultant Positions September 2013 to October 2015**

**Ally Financial,** *Sr. PeopleSoft Business Analyst; Retail Banking (January 2015 to October 2015)* **Troy, MI**

* Collaborated with Business and IT stakeholders to methodically understand the current accounting/finance landscape to disposition and rationalize the future operational state for the following systems: COTS, Payments, IVR, Salesforce Servicing/CRM, AAOS, Customer Inquiry and Changes.
* Gathered, translate and determine business/system requirements across multiple functions identifying downstream and upstream affects, e.g. Servicing, Risk, and Reporting according to standard templates and practices.
* Conducted successful proof of concepts for key process areas utilizing requirements management tools such as Iserver, VersionOne and Blueprint.
* Responsible for Fit/Gap assessment impact documentation to determine if the Fit is out-of-the box and an enchantment.

**Highmark Blue Cross/Blue Shield,** *Sr. PeopleSoft Business Analyst (September 2013 to December 2014)* **Pittsburgh, PA**

* Provided technical support and expertise to a variety of cross-functional teams related to system development impacting a number of complex projects associated with The Affordable Care Act, Medicare & Medicaid, Billing, HIBS, Accounts Payable, Accounts Receivable, Cash Drawer, e-Bills, LOCKBOX, and General Ledger.
* Facilitated and defined specifications for claim system requirement changes to the health care reform act for the insurance industry and government claims by gathering requirements and input to architect PeopleSoft (AP/AR), General Ledger (GL), and Asset Management; identified process improvements, quality assurance, testing; interacted with customers and technical staff with strong emphasis on problem resolution; utilized RUP methodology on all claims projects while utilizing tools such as Clarity, ClearQuest, Test Manager and Rational Quality Manager.
* Partnered with third party vendors (IBC, Wells Fargo, PCN and Mellon Bank) on application design and components of various PeopleSoft Financial projects.

**CRT 6-months Contact to Hire Position August 2009 to September 2013**

**nTelos,** *Sr. ITS Wireless Project Manager/Business Analyst - Supply Chain (Aug. 2009 to Sept. 2013)* **Waynesboro, VA**

* Performed Project Management/Business Analyst duties supporting multiple, functional departments *(Wireless, Wireline, Data Warehouse, Mediation and Corporate)*. Practiced SCRUM, Agile, Waterfall and MKS methodologies and UI/UX data mapping
  + **Project Manager -** Planned, scheduled and executed a variety of software, hardware and system implementation type projects. Assessed business implications for each project phase, met deadlines, followed standards and controlled budget. Resolved issues, scope creep and divergent business/user needs. Led project meetings, communicated to key stakeholders and senior management.
  + **Business Analyst** - identified, analyzed and gathered business requirements from end users and stakeholders to develop wireframe website storyboards, user stories, test cases, acceptance criteria’s and screen mockups. Developed website design, content, images and layout for successful website rollout. Wrote SQL Queries; worked closely internal departments to resolve Mobile devices telecom services. Developed requirements for Data Warehouse retrieving data from RITS to ICMS and dispositioned .NET codes to determine data fields and value requirements.

**TEKsystems Consultant Positions December 2003 to August 2009**

**ACCREDO Pharmaceutical Healthcare, Inc.,** *Sr. Business Analyst (May 2009 to August 2009)* **Memphis, TN**

* Supported the Centralized Document Management Phase II Project by gathering documentation and software requirements for EDI276/277 claim transactions practicing Waterfall methodology.
* Conducted UAT activities; use cases and completed change management requirements for internal/external clients while maintaining HIPPA, Corp Compliance.
* Architecture: Oracle tables; EDI data mapping, Optimal Trace Methodologies and multi-tier architecture; supported Accredo Software Development Life Cycle (SDLC) including usage of Accredo Optimal Trace templates.

**EXCELLUS BLUE CROSS/BLUE SHIELD,** *Sr. Business Analyst (June 2008 to April 2009)* **Rochester, NY**

* Supported Pharmaceutical/ITS projects 10.2, 10.3, 10.4, Blue-Card and Facets Releases: analyst responsible for gathering software, system and user functional requirements to transform BCBSA Claims business requirements to a new web base platform practicing Agile and Waterfall methodologies.
* Coordinated UAT efforts; coached, mentored technical teams and performed processes of Statement of Work. Produced storyboard/wireframe designs to demo FLRx Web applications.
* Maintained Excellus project artifacts such as (vision scope document, communication plan, business requirements documents, functional specifications, workflows, business process, activity diagrams, UAT requirements and traceability matrix) for existing as well as new functionality.
* Architecture: DB2/Oracle tables, XML/UML data mapping, Rational Unified Process (RUP) Methodologies.

**Centers for Disease Control (CDC),** *Sr. Business Analyst (July 2007 to June 2008)* **Atlanta, GA**

* Supported HealthImpact.Net Projects (a Web based online system designed to streamline senior management data requirements used to support different portfolios within CDC's Health Protection Agency); lead gathering software requirements. business/system analyses and implement CDC's Strategic Imperatives practicing SCRUM, Agile and Waterfall methodologies.
* Coordinated UAT efforts for external and internal clients; facilitated requirements data and system requirements from end users; developed business and functional specifications as well as provided input on project planning activities, business case, use cases, test scripts for the development of new IT initiatives.
* Produced flowcharts, workflows, business process, and activity diagrams.
* Architecture: Oracle tables, ERWin data mapping, Rational Unified Process (RUP) Methodologies and multi-tier architecture.

**Delta Dental,** *Business Analyst (July 2006 to June 2007)* **Roanoke, VA**

* Supported .NET Conversion Project responsible for facilitating system/business requirements from end users in support of the Group Claims Maintenance, Web based application that contains group data accessed by various other DCS2000 applications. responsible for IVR online system Gap Analyses; updated current and future Call flow diagrams and process documentation;
* Coordinated UAT efforts; traceability matrix for existing/new functionality.
* Produced Web/GUI front end designs, flowcharts and activity diagrams; created Claims USE Cases, test scripts in Test Director, evaluated software performances; verified programs functionalities according to user requirements and the QA team; created storyboard/wireframe designs to demo Group Maintenance Claims Web applications.
* Architecture: Oracle tables, XML/UML data mapping, Rational Unified Process (RUP) Methodologies and multi-tier architecture.

**T-Mobile***, Business Analyst (February 2006 to June 2006)* **Bellevue, WA**

* Senior lead BA documenting the requirements to fulfill Sarbanes Oxley (SOX) and HIPAA compliance requirements for a Web based Telecommunication applications with significant financial impact i.e. (Data Warehouses and Payroll), PeopleSoft / AR, Automated Commissions, National Coupons, Samson, Treasury Manager, Billing, SAP Basis CRM, ERP, and reporting.
* Partnered with SOX compliance team, business managers and technology managers to remediate compliance gaps identified in exiting processes; managed 12 resources; developed project plans; resolved day-to-day issues; provided recommendations on processes/control improvements to better achieve reliable financial reporting, efficiency and effectiveness of the business process/IT operations and compliance with laws and regulations.

**Kindred Healthcare, Inc.,** *Business Analyst (June 2005 to January 2006)* **Louisville, KY**

* Lead BA supporting a .Net Web Based Learning Management System Project defined to research, evaluate, implement, and configure requirements for a scalable enterprise pilot learning management solution to meet compliance requirements.
* Planned and conducted enterprise pilot system; verified success prior to rollout; prepared cost estimates, project timelines, recommended solutions, communicated project status, identified potential opportunities and issues.
* Facilitated requirement collections from end users; developed business, functional and technical specifications; provided input on project planning activities, business case development for new IT initiatives; produced Web/GUI front end designs as well as storyboard/wireframe to demo Learning Management Web applications.
* Architecture: Oracle tables; working knowledge of MSF, XML/UML data mapping, Rational Unified Process (RUP) Methodologies and multi-tier architecture.

**Bank of America (Fleet Transition Team),** *Business Analyst (June 2004 to June 2005)* **Richmond, VA**

* Supported transition team by gathering user requirements for a Web based Fleet Retail Conversion project that included Online Consumer Credit Cards, Cross State ATM Linkage, Online VISA Access Card, FACT Act, Online Small Business, Consumer Power Rewards and DCS - Mercedes Benz.
* Created USE Cases, test scripts, test cases in Test Director, evaluated software performance; verified programs functionalities according to user requirements and the QA team; ensured availability of post-implementation functional support for newly implemented systems, including second and third level backup applications support.
* Architecture: Oracle tables; working knowledge of DDA/TDA core application processing, services and account information file structures.

**US Food Service, Inc.,** *Business Analyst (December 2003 to June 2004)* **Skokie, IL**

* Lead BA on the Promotional Allowance Online System project responsible for providing business knowledge and technical support for business requirements development; managed 10 technical resources; operational, financial and technical aspects of the project based on time-lines and work plans using Waterfall methodology.
* Created USE Cases, test scripts and test cases in Test Director; evaluated software performance; verified programs functionalities according to user requirements and the QA team; producing flowcharts, workflows, business process and activity diagrams; ensured availability of post-implementation functional support for newly implemented systems, including second and third level backup applications support.
* Architecture: DB2/Oracle tables; working knowledge of Rational Unified Process (RUP) Methodologies and multi-tier architecture.

**EDUCATION**

**Eastern Michigan University**

* Ypsilanti, MI - B.S. in Business & Computer Systems Technology

**Columbus Technical Institute**

* Columbus, OH - A.A.S. in Business Data Processing

**Courses/Training:** PeopleSoft Tools, PeopleSoft Solutions, Sum Totals - Learning Management System, RUP Fundamentals and Implementing, Fundamentals of Rational Rose, Fundamentals of Rational Requisite Pro, Rational ClearCase Fundamentals, Oracle 7.0, IBM JAVA 1.2, Six Sigma Training, Integrating Six Sigma Tools/FMEA, Integrating Six Sigma, PMP Certification Training, and UI/UX Best Practices.