**James A**

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Business Analyst

**Baltimore, MD**

● Results-oriented Business Analyst with over 5 years of experience in eliciting requirements, business process modeling, technical documentation and software testing.  
● Excellent communication, interpersonal, analytical, organizational, presentation and customer service skills.  
● In-depth experience using Software Development Life Cycle (SDLC) methodologies (Waterfall and Agile) to develop IT solution  
● Strong analytical skills with a thorough understanding of how to elicit and translate business needs into solutions requirements i.e. functional and nonfunctional.  
● Expert with facilitating Joint Application Development (JAD) sessions, requirements walk-through sessions and focus groups meetings.  
● In-depth analysis and use of standardized business analysis techniques such as Coverage matrix, traceability matrix and GAP analysis.  
● Working knowledge designing test plans and test cases to validate requirements.  
● Working knowledge with SQL creating basic queries/ data extracts

Work Experience

**Business Analyst**

Macy's Logistics and Operations - Joppa, MD

April 2015 to Present

Responsible for coordinating software development projects and the activities of developers. Liaison between development team and client(s). Gathered requirements for the implementation e commerce end user platform required for inventory tracking.  
● Facilitate requirement Joint Application Development (JAD) sessions with stakeholders to elicit business and systems requirements.  
● Liaison between the development team and the stakeholders - departments.  
● Manage Impact and systems change request problem queues and assist developers as needed.  
● Interface with clients, development and product management on client assessment feedback.  
● Work with QA team to design test plans and cases for User Accepted Testing (UAT).  
● Test applications in real and virtual environments in accordance with the test plan.  
● Provide support and training to end users in using applications.  
● Manage projects to meet business needs while staying within scope and on time.  
● Facilitate and conducted end user training on newly deployed functionalities in the application.  
● Create user manuals and other required training documentations.

**Business Analyst**

THS Inc - Baltimore, MD

October 2012 to March 2015

Coordinated with the project team and external stakeholder to automate the centers healthcare system in the patient services department. Gathered requirements, documented user stories, created mockups, and designed process flow charts for the implementation of the online appointment scheduling process.  
● Conducted and documented the results of elicitation activities.  
● Prioritize and organize requirements while using the Agile Methodology so they are understood by all stakeholders.  
● Organized and facilitated meetings to align user needs based on user behavior and process solutions to develop requirements. Created and documented full SDLC lifecycle artifacts based project applied methodology:  
○ Agile (Scrum) - Product Backlog, Sprint Backlog, EPIC, User Stories and Acceptance Criteria  
○ Waterfall/ Traditional - Use Cases Documentation, Solutions Requirements Document (SRD)/ Functional Requirements Document (FRD) - Business, Stakeholder, Solutions (functional and nonfunctional), and transitional requirements in relation to overall organizational needs.  
● Performed traceability for requirements, use cases, front-end contents, user stories, test cases, to yield strong understanding of requirements dependencies.  
● Created prototypes and user interface design specifications, and performed walk-through for project sponsors.  
● Conducted solution assessment and validation by defining transition requirements and determining organizational readiness to operate the new solution.  
● Worked with Lead Business Analyst to develop clear requirements process and a requirements library that led to a reduction in missed requirements.  
● Developed positive working relationship with all team members in an environment that fostered open communication and active contribution.

Education

B.Sc in Economics

Towson University

Skills

Databases (Less than 1 year), Jira (Less than 1 year), Mapping (Less than 1 year), Microsoft Office (Less than 1 year), Testing (3 years)

Additional Information

TECHNICAL SKILLS  
● Methodologies: Waterfall, Agile , Jira  
● Microsoft Office Suite, MS Project, Windows OS  
● Business Modeling and Process Mapping  
● Requirements Management and Testing   
● cognos and people soft  
● Databases MS SQL Server, Oracle

Forward Resume

Updated: April 21, 2018