## Michael A. Milewski

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**Work Experience**

**Business Analyst**

Oasis Outsourcing Dec. 2016 – Current

* Effectively and accurately communicates relevant project information to appropriate leadership and assists in defining resource requirements and making recommendations to leadership on allocation strategies.
* Organizes, coordinates and tracks defect mitigation for all release management activity for core software applications.
* Interprets internal users business needs and translates them into application and operational requirements.
* Gathers, analyzes business requirements and leads HRP, Prism HR, Client Space (CRM), COBS, Report Writer software and internal product implementations and enhancements.
* Provides project status updates during stand up’s and executive steering committee meetings.
* Strategically resolves internal issues in order to create the most cost-effective and efficient solutions.
* Trains internal employees to use all software applications and how to perform basic troubleshooting.
* Develops implementation recommendations, standards and procedures and facilitates in improvement efforts.
* Leads Configuration Testing - Use Case / Test Case Design and regression testing efforts.
* Identifies gaps between current applications and new applications prior to start of implementations.
* Business Process Analysis, Document Assessment, Work Flow Design, Data Mapping and BRD creation.
* Create SOP’s and develops best practices for internal teams.

**IT Business Analyst**

TriZetto Corporation, (A Cognizant Company) Jan. 2012 – Dec 2016

* Used communication, planning, and organizational skills to proactively manage client satisfaction and expectations, software implementations, upgrades, and other customer projects, bringing them in on time and within budget.
* Identified present alternative solutions to solve business needs and articulated the pros and cons of the various approaches.
* Interfaced directly with the client to address issues and maintained a corporate relationship and acts in a liaison capacity with other departments, divisions, and the clients.
* Interfaced directly with the client to address issues, maintained corporate relationship and acted in a liaison capacity with other departments, divisions, and the clients.
* Assisted with conducting client meetings to formulate, clarify and confirm business requirements and communicated and presented project status to a variety of audiences.
* Resolved operational issues and escalated them when necessary for assigned clients.
* Conducted client meetings to manage business configuration requirements.
* Provided technical leadership to configuration teams by supporting configuration and assigning projects to the configuration team based on the team's skills, experience and workload.
* Set expectations concerning deliverability, performance, maintenance, design and cost of the project by tracking to the SOW and/or PCR as well as estimating timeframes, quality and quantity of resources required to successfully implement project.
* Communicated effectively with clients at all levels, monitored and reported on updates to open issues, current and future initiatives, and all matters of concern to the client.
* Acted as an advisor to staff to resolve escalated issues by selecting methods and techniques to obtain a solution.
* Participated in the alignment of short-term objectives and focused on daily problem resolution and implementation of strategies.
* Supervised and supported the offshore configuration team.
* Successfully implemented TriZetto Care Advance and QNXT applications for Blue Cross Blue Shield of Michigan, BCN (Blue Care Network), AultCare, CareSource, and HSCSN (Health Services for Children With Special Needs)
* Served as the conduit between the customer community (internal and external customers) and the software development team through which requirements flowed.

**Education**

**Lynn University, Boca Raton, Florida**

* Bachelors of Science

**Awards and Accomplishments**

* 2018 Presidents Award
* 2018 PROPS Recognition for executive management
* 2017 PROPS Recognition for executive management
* 2016 TriZetto Power Star Award (Award received from the client)
* 2015 TriZetto Power Star Award (Award received from the client)
* 2014 TriZetto Power Star Award (Award received from the client)
* 2013 TriZetto Power Star Award (Award received from the client)
* 2003 Alternate for the Buick Invitational (PGA Tour Event)
* 2000 Raced in Winter Good Will Games

**Core Competencies**

* SDLC Methodology
* Agile project management methodology
* Release management
* Vender Management
* Project design, scope and, management
* Establishing priorities and schedules
* Defect mitigation
* Acquisition Support
* Effective communication skills including verbal and written.
* Strong organizational, multitasking, and presentation skills

**Software Applications**

* Microsoft Word, Excel, PowerPoint, Visio and Access
* JIRA (Agile Software Development)
* Confluence
* Client Space (CRM)
* Prism HR Software (Payroll, HR and Benefits)
* HRP Software
* COBS (Client Benefit Selection Application)
* SharePoint
* CAE (Care Management)
* FACETS (Claims Processing)
* QNXT (Claims Processing)
* HPALM (QA Management)
* SuccessFactors (Applicant Tracking)