**Cliff Cox**

[CLIFFORD.Cox78@outlook.com](mailto:CLIFFORD.Cox78@outlook.com)

**SUMMARY**

* Business Analyst with over 7 years of experience in Retail and E-commerce.
* With experience in inventory management, order management, retail discounts and sales, supply and demand, customer retention etc.
* Extensive experience in Software Development Life Cycle (SDLC), Software Testing Life Cycle (STLC), Waterfall methodology and Agile Scrum.
* Experience working with multi-cultural teams, handling diverse and globally located teams.
* Led cross functional teams of business users and project teams.
* Expertise in implementing process improvements by working with different teams.
* Excellent problem solving and analytical skills.
* Proven success as a business analyst through the years, providing a well-balanced understanding of business relationships, business requirements, and technical solutions.
* Extensive experience in the Master Data Management (MDM) changes to support the standardization of downstream processes and the migration of multiple enterprise resource planning (ERP) instances to a single global instance.
* Implemented SMART techniques to analyze business goals and to understand business requirements.
* Experience in creating Business Requirement Documents (BRD), Functional Requirements Documents (FRD).
* Contributed to development of test plans, test cases, user guides and training materials.
* Experience working in both Waterfall and Agile Methodologies.
* Analyzed User Requirement Document, Business Requirement Document (BRD), Technical Requirement Specification and Functional Requirement Specification (FRS).
* Experience in Supply chain management, Business analysis & Modeling, Engineering, Manufacturing, Facility design & operations, Process Improvement, and Project Coordination.
* Good working knowledge of advanced concepts of Excel such as Pivot tables, What if Analysis, Macros and Solver.
* Master data management experience, with a good understanding of MDM full-life cycle concepts & techniques.
* Proven expertise in project planning from conception to completion, delivering programs that surpass expectations and goals.
* Exposure in profiling data, defining metrics, building reports, dashboards & scorecards and visual analytics to support MDM and Data Governance initiatives.
* Broad knowledge of multi-channel retail business and systems, POS Systems, Supply Chain Management concepts, Warehouse Management/Distribution Systems, and Inventory Systems (stores and warehouses).
* Successful in program management success in resolving engineering, quality, allocation and supply chain issues to ensure continuity of supply improve financial and operational efficiency and maintain service levels.
* Recognized for combining tactical execution of strategic initiatives with strong leadership of cross functional staff and development of key alliances to enhance overall quality, productivity and business development.
* Experience with troubleshooting and resolving Master Data management (MDM) related issues, and provide proven solutions aligning with master data strategies and best practices.
* Experienced with supply chain end to end event tracking and reporting, merchandize reporting and financial reporting.
* Extensively worked on Informatica Data Quality and Informatica Power center throughout complete Data Quality and Master Data Management (MDM) projects.
* Excellent in performing GAP Analysis, Risk Analysis and SWOT Analysis.
* Held scrum or daily status meetings to know what was achieved, set goals for the day and to identify any roadblocks.
* Excellent communication skills effectively communicate the project updates to stakeholders.
* Expertise and hands on experience in SQL for Analysis and Reporting purpose.
* Experience in handling changes effectively by conducting Impact Analysis and Change Control Board (CCB) meetings.
* Proficient in creating, managing and tracking Requirements Traceability Matrix (RTM).
* Experienced in monitoring defects using various Defect tracking tools.
* Proficient in performing Smoke Testing and facilitating User Acceptance Testing (UAT).
* Experienced in conducting User Training sessions and thoroughly documenting User Manuals after subsequent releases.
* Developed Statement of Work (SOW), Request for Proposal (RFP) documents
* Active involvement in Postproduction Validation and Production Support.
* Extensive experience in investigate identified data quality issues, provide risk assessments, develop UAT test scenarios and coordinate UAT testing.

**Sr. Business Analyst**

Honeywell International Inc. - Golden Valley, MN January 2018 to Present

**Responsibilities**

* Involved in requirements gathering, service-oriented modeling, analysis, and design activities using Agile.
* Employed Agile for monitoring the project and followed the step-by-step procedure.
* Assisted Product Owners and teams to improve their ability to create good Product Backlogs.
* Worked with Business Stakeholders to define precise and accurate User Story.
* Prepared and revised concise and effective User Stories.
* Functioned as primary liaison between the business line operations and the technical teams through the project cycle.
* Worked on publishing daily volume projections, ran daily trackers & metrics to provide volume visibility to senior management on key supply chain performance metrics.
* Partnered with Supply Chain execution team to drive down the operating costs.
* Worked on providing architectural design and create solutions for the customers to showcase the functionality of Informatica Master Data Management (MDM) and other products integrated with the MDM hub.
* Performed business impact analysis of proposed project processes and GAP analysis for new functionality requirements, as well as prioritizing them based on actual business.
* Worked on Inbound & Outbound deliveries, Real-time Store Inventory, Delivery tracking, Store Location, and Fleet Management Portal Projects for Solutions Design Team of Supply Chain.
* Worked in assistance by the team in establishing Governance structure such as Data Owners, Process Owners and Data Governance Processes.
* Reviewed User Stories with Product Owner, System Analyst, Development Team, and Testing Team.
* Coordinated with Supply Chain and IT teams to collect the Product data, Store data, Supplier data, Demand data, and Inventory data. Worked extensively on Data-Integration.
* Involved with the team loading data using EIM jobs, setting up components/repeating components, batch data Requirement gathering and coordinating with client for implementation of new MDM tool and migration work.
* Prepared Process Flow Diagrams and Wireframe/Screen Mockups using MS Visio.
* Interacted with internal and external clients continuously to maintain effective communication and coordination.
* Worked with Data Steward Team for designing, documenting and configuring Informatica Data Director for supporting management of MDM data.
* Involved in gathering requests for various Dashboards, reports as needed using Tableau Desktop and Tableau Server.
* Effectively interacted with Stakeholders and defined Mapping documents for various Sources and Targets.
* Executed and tested required queries and reports before publishing.
* Involved in UAT testing of various standard and customized reports of tableau.
* Coordinated activities with Developers, Stakeholders, Project Managers, and Testers.
* Actively assisted in the acceptance and validation of the stories by testing the delivered stories.
* Reviewed and provided final approval to Test Plan, Test Scenarios, Test Cases, and Functional and System Testing.
* Worked with the team on TFS as requirement management tool as well as defect tracking tool.
* Participated in UAT Testing with Business.
* Performed Use Acceptance Testing and scheduled demos for User training.

**Business Analyst**

Kohl's Innovation Center - Menomonee Falls, WI October 2015 to December 2017

**Responsibilities:**

* Involved in strategic alignment of territory plans by using standard processes & systems to maximize sales & delivery efficiencies.
* Involved in creating Functional and Non-Functional Requirements, UI Interface function, Historical data integrity, Data flow diagrams, ER diagrams, Use cases, (Scope, Objectives), Reverse engineering, UAT.
* Worked on providing proficiency in all phases of SDLC (Software Development Life Cycle) including requirements gathering, analysis, design, implementation, testing and deployment.
* Worked on creating Business Requirement Document (BRD) and Functional Requirement Document (FRD)
* Involved in analyzing competitive market strategies through analysis of related product, market, or share trends with stakeholders.
* Worked on the design models and prepared analyses to support organizational needs related to sales planning and promotions analysis.
* Involved in utilizing basic imagery analyst skills, plotting, map reading, object identification by market unit, and facility identification and description by purpose and function.
* Worked on performing business impact analysis of proposed project processes and GAP analysis for new functionality requirements, as well as prioritizing them based on actual business.
* Involved with the team customizing the Salesforce application as per the requirements.
* Authored Systems Requirement Specification (SRS), Use cases, Change Requests implementations in Service Cloud.
* Worked on various Salesforce Standard Objects including Accounts, Contacts, Reports, Dashboards, Events and Tasks.
* Involved with the team developing business documents for Salesforce Custom objects.
* Administrated and monitored the company's Salesforce CRM application.
* Automated day to day workflows and designing better ways to organize data flow and processes using appropriate validation rules and advanced Workflows rules, Process builders and Approvals.
* Performed the Validation of mapping between master data fields proposed for MDM hub and Salesforce fields.
* Worked cross-functionally with other business groups for understanding MDM related issues.
* Worked with the SME’s on the SDLC processes for our TRP/Planning systems using Agile methodologies.
* Worked on identifying, developing and implementing data analyses, data collection systems and other strategies that optimize statistical efficiency and help identify new customer streams.
* Worked closely with the project design team and the project business team to address the business and functional requirements defined for the Salesforce MDM Integration Project.
* Involved in developing High level documents and Design Level Documents for Salesforce MDM Integration Project.
* Involved in planning projects, analyses, and studies to optimize the efficiency of Master Data Management (MDM) systems.
* Worked with the team providing production deployment planning; perform system validation and assist internal/external clients with systems & applications support.
* Involved in creating Excel pivot tables, macros, editing SQL, v-lookup, queries, and report writing to analyze data and consolidate reports.
* Conducted end user demonstration and orientation upon implementation.
* Participates in the design and development of IT applications as needed in support of MIS projects
* Experience in handling changes effectively by conducting Impact Analysis and Change Control Board (CCB) meetings.
* Worked with the team in creating, managing and tracking Requirements Traceability Matrix (RTM).
* Worked with the team monitoring defects using various Defect tracking tools.
* Involved in performing Smoke Testing and facilitating User Acceptance Testing (UAT).
* Involved in conducting User Training sessions and thoroughly documenting User Manuals after subsequent releases.

**Business Analyst**

Dayton Manufacturing Company, Dayton, OH February 2014 to September 2015

**Responsibilities**

* Assisted the technical team in writing high-level design document.
* Conducted highly interactive JAD sessions with project stakeholders to identify and resolve issues. Ensured consensus between Line of Business and IT Teams.
* Wrote specifications for various reports. Generated canned reports using Business Objects.
* Worked with the core team to design business requirement collection approach based on the project scope and SDLC Methodology.
* Involved in business analysis and project management, coordinating between the team members according to the business requirements.
* Involved in the implementation of Operative Dashboard order management system, integrated into Sales force Rapt Inventory Manager and Oracle Financials.
* Designed the business process flow for the new platform in conjunction with SMEs.
* Conducted JAD sessions with SMEs and technological experts to gather data requirements such as securities pricing, corporate actions and custodial data.
* Identified various data sources from where the data had to be extracted for the new platform.
* Designed and developed Use Cases, Use Case Diagram, Activity Diagrams and Data Flow Diagrams.
* Worked closely with the architect, database administrator and technical team during Data Mapping and Data Integration.
* Worked on sorting out the Reverse logistics, Inbound/Outbound Supply Chain product solutions.
* Conducted Customer Service Operations and Supply Chain Management with the guidance of Product Manager.
* Worked on gathering and writing product requirements, conceived systems architecture, product design, develop roadmap and deployment strategy for Walmart e-commerce initiatives.
* Assisted in managing a cross functional Agile Team for Walmart's China e-commerce initiatives.
* Fulfilled the duty of Supply Chain analyst for Reverse logistics, China Project.
* Work with the different stakeholders within the Supply Chain Management landscape, including business product owners, to identify and deliver Supply Chain Management system enhancements as well as facilitate systems support.
* Worked on delivering the releases in Agile- Sprint fashion.
* Worked on the fit/gap analysis reviews based upon documented functional designs or "to-be" business processes with industry-leading Supply Chain Management software packages.
* Fluent work experience with HP QC and HP AGM.
* Involved in projects from initial consulting through all project phases, including funding negotiation, technical and process design, development, testing and implementation.
* Facilitated meetings among the Change Management, Problem Management and other relevant teams to discuss the impact of the changes, problem tickets and prepare project milestone plans.
* Gathered requirements, developed Process Model and detailed Business Policies.
* Followed the RUP methodology for the entire SDLC.
* Involved in project planning and coordination.
* Prepared the Business Workflow using MS-Visio with input, output, Pre and Post conditions.
* Worked with the clients on the final signing process in the User Acceptance stages.
* Developed recommendations and designed solutions for process improvements.
* Responsible for scheduling meetings, one on one sessions and facilitating System testing and UAT.

**Business Analyst**

Ascena Retail Group - Andover, MA March 2012 to January 2014

**Responsibilities**

* Involved with the team in Inception Phase and prepared vision statement and initial data models that contain Business Requirement Documents and supporting documents that contain the essential business elements and detailed definitions.
* Gained knowledge in identifying the retail procedures for emerging retail chain.
* Worked along the team creating physical inventory process for retail stores, consisted of data integration and inventory processes with third party vendor.
* Participated with the development team working with clients to better understand their needs and present solutions using structured SDLC approach.
* Involved in gathering user and business requirements through open-ended discussions, brainstorming sessions and role-playing.
* Involved with the team working on the user requirements Analyzed and prioritized them and converted them as system requirements that must be included while developing the software.
* Involved with Design, development, implementation and roll-out of Micro strategy Business Intelligence applications.
* Obtained knowledge in suggesting web security using encryption and authentication technologies for reporting and complaint filing procedures.
* Involved with the team planning and defining Use Cases created Use Case diagrams, Scenarios and Use Case Narratives using the UML methodologies.
* Gained knowledge in creating Mock-up forms in MS word for better visualization and understanding of the software solution.
* Facilitated JAD sessions with management, development team, users and other stakeholders to refine functional requirements.
* Used MS Visio for Process modeling, Process mapping and Business Process flow diagrams.
* Worked with Experts in development of High-level design, Conceptual design, Logical and Physical design for Database, Data warehousing and many Distributed IT systems
* Gained knowledge in creating and managing project templates, use case templates, requirement types and tractability matrix in Requisite Pro.
* Involved with the team working on the development and maintaining sales reports using in MS Excel queries, SQL in Teradata, and MS Access. Produce performance reports and implement changes for improved reporting. Interface with internal customers. Provide ad-hoc reporting and analysis from data sources including PeopleSoft (SET) and Teradata
* Worked on progress and completion reports which were then submitted to project management on a weekly basis in MS project.
* Obtained knowledge working with the team on Upgrading e-commerce web site engine by managing resources and responsible for installing new software version to increase site uptime by 3%.
* Identified various frequently used modules within the application as well as the peak user volume for load testing purposes.
* Analyzed the test results from QA teams using Performance Studio Analysis to create various scenarios.
* Played a key role in designing strategies with Quality Assurance group to implement Test Cases in Test manager for User Acceptance Testing UAT.