**Terry Williams (Corp-to-Corp ONLY)**

**Sr. Business Analyst**

**PROFESSIONAL SUMMARY:**

* Over 8 years of experience as a Business Analyst with a solid understanding of Business Requirement elicitation techniques and experience in envisioning, representing and translating the product vision from the business sector to the software development by making critical contribution in varied domains.
* Strong knowledge of **Software Development Life Cycle (SDLC)** including **Waterfall, Agile/SCRUM** methodologies.
* Experience in gathering user requirements, preparing and analyzing **Business Requirement Documents (BRD), Functional Requirement Documents (FRD)** and propose changes as per various internal and external requirements gathered for process improvement.
* Worked extensively on performing ‘AS IS’ and ‘To BE’ analysis, **GAP analysis** and drafted Project Analysis documentations.
* Proficient in creating Wireframes, Mockup Screens or Prototypes and User Interfaces (UI).
* Proficient in analyzing and creating**UML Diagrams,Use Case Diagrams, Structure Diagrams and Interaction Diagrams.**
* Defined and developed the test phases, test plans, scenarios, test cases, test data, test sets.
* Performed System test such as UAT, Functional, Integration, and Regression on different configuration, Database testing; analyzed/documented the test phase results and familiar with various testing methodologies.
* Involved in writing Test Cases, Test Plans and successfully performed System, Regression Testing
* Created and maintained scorecards, dashboards and performance metrics to measure, evaluate and communicate project performance
* Designed and implemented **SQL Queries** using joins, unions, outer joins, group by and aggregate functions to extract data from different databases (**Oracle, SQL Server**) for timely reporting and validation.
* Conducted many Requirement Elicitation Techniques, such as interviews, workshops with end-user/clients/stakeholders and the development groups.
* Strong experience of performing **SWOT Analysis, Cost Benefits Analysis**.
* Responsible to track, document, capture, manage and communicate the requirements using **Requirement Traceability Matrix (RTM)** which helped in controlling numerous artifacts produced by the teams for a project.

**EDUCATION:**

**Bachelor of Science** in **Computer Science**, South Carolina State University, Orangeburg, SC

**PROFESSIONAL EXPERIENCE:**

**Verizon Wireless, Nashville, TN October 2012 - Current**

**Business Systems Analyst/Quality Analyst**

Involved in Salesforce CRM integration and analytics, Billing Transformation Team integration project for billing system consolidation, also participated in enterprise IVR application maintenance and releases, including providing business analysissupport and post implementation validation testing.

**Responsibilities**:

* Worked closely with Business users in defining the scope, analyzing business requirements and segregating them into high level and low level requirements
* Formed a bridge between the Project Manager and the development team with effective presentations.
* Documented and reported previous projects and follow ups for step-by-step project manuals.
* Conducted JAD sessions with users across the globe to identify the requirements, use case analysis and outlining business rules.
* Developed the business and functional logic for the models
* Assisted in the project and component scope definition and adherence, measuring impact to plan where necessary.
* Worked with Project managers and development team to prepare financial analysis documents towards the successful implementation of the Upgrades.
* Assisted in documenting user steps and put together user manuals of new CRM implementations.
* Involved in Gap analysis along with organization due to change in management to several small business and new CRM policies and data management systems.
* Involved in Gap analysis, Data analysis to identify any data gaps and eradicate any bottlenecks and minimize risks in the business processes.
* Identified Data sources and constructed Data Composition Diagrams, Data Flow Diagrams and documented the process by reviewing the XML of API calls from Interfacing applications
* Assisted in Preparing Risk Management and Minimization plans from the issues and data gaps identified.
* Worked with Data warehouse team and source systems in preparing Data mapping documents and data models to procure the required data feeds for the surveillance models.
* Actively involved in walkthroughs and meetings with Project Team to discuss related business and project issues.
* Extensively involved in Test plan, design, data validation with SQL statements, and report testing.
* Performed System and Regression Testing to ensure that the compiled software components of the Applications adhere to Project Standards, Performance Criteria and Functional specifications. Defects were tracked, reviewed, analyzed and tracked using Mercury Quality center
* Facilitated User Acceptance Testing (UAT) with the business users and communicated the change requests resulting from the UAT.
* Worked with the Business Users and Project Manager in preparing SLA's for the application go live and transitioned the application to the Production support team. Assisted Production support team in resolving production related issues.

**Environment:**Scrum**,** MS Project 2007, Office 2010, MS Office Share Point 2007, Windows 7/XP, Salesforce, SFDC, HTML, XML, Java/J2EE, SQL Server 2008, Rational Suite (Rose, Requisite Pro), Quality Center, Win Runner and Load Runner.

**Medtronic, Memphis, TN September2010 - October 2012**

**Business/Validation Analyst**

The project involved validation of an Electronic Document Management (Documentum FirstDoc) system for organizing regulatory, clinical, quality, and nonclinical data using document life cycle management. Involved customization and Validation of Documentum based xmLabeling validation of a product labeling system required to develop labeling documents in compliance with FDA regulatory standards for labeling medical devices and drug products.

**Responsibilities:**

* Validated the Electronic Document Management system per the risk assessment and carried out assessment for the requirements of 21 CFR Part 11
* Developed SOPs and User Manuals in preparation to support the production system.
* Reviewed URS, FRS and SDS documents to ensure completeness and correctness.
* Performed Gap Analysis by mapping trace matrix to identify existing potential non-conformity with health care system regulations and or incompleteness of validation.
* Authored, reviewed, updated and executed validation protocols (IQ, OQ, PQ) to ensure correct system validation.
* Developed and executed manual and automated test cases to verify the functionality.
* Prepared Dashboard to keep track of the test activities.
* Developed business process improvement strategies.
* Configured Documentum version to ensure compatibility with other equipments.
* Maintained the Requirement Traceability Matrix
* Developed SOPs and User Manuals in preparation to support the production system.
* Involved in writing Installation Qualification scripts for
* Involved in Unit testing and System testing of the xmLabeling system
* Validated System configuration specifications (SCS) and Installation specifications (IS)
* Involved in writing test scripts for system testing
* Prepared Training Documents and Standard Operating Procedures for the xmLabeling based system
* Worked with Documentum Administrator and Documentum Application builder
* Used Bug Tracker 6.0, a Bug tracking system for recording and reporting bugs
* Maintained Requirements Traceability Matrix (RTM) to track requirements
* Involved in functional testing of various components of the system
* Involved in preparation of Test Summary Reports and Change Requests

**Environment:** Java/J2EE, Documentum, XML, Bug Tracker 6.0, MS Office Tools, SOP's, XML, HTML, Oracle 10g, MS Office 2007, MS Project, MS Visio 2007, UML

**Colonial Insurance Company, Columbia, SCMarch 2009 -September2010**

**Business/Quality Analyst**

Involved in a project for Re-engineering of Life Insurance Order Entry System. The Order Entry system was built for creation of Life Insurance for Term Insurance and Whole Life Insurance.

**Responsibilities:**

* Gathered user and business requirements through interviews, surveys, prototyping and observing from portfolio managers and UI (User Interface)
* Analyzed and prioritized user and business requirements as system requirements that must be included while developing the software.
* Planned and defined System Requirements to **Use Case**, **Use Case Scenario** using the **UML (Unified Modeling Language)**.
* Created **Use Case Diagrams, Activity Diagrams, Sequence Diagrams** and **ER Diagrams** in **MS Visio.**
* Developed business **Use Cases** using **UML** for new product functionality after conducting requirements elaboration sessions with SME’s.
* Worked with development and testing teams to approach timely release objectives, patch releases and provided assistance during deployment.
* Carried out regular meetings & walkthroughs with development team, Project Managers & Quality Analysts to better understand system functionality in order to improve quality.
* Conducted **JAD sessions** with management, SME, vendors, users and other stakeholders for open and pending issues.
* Prepared status reports, documented **process flows, policies & procedures** and **developed training materials**.
* Define Test Strategy, establish Test Plan, Requirements Traceability Matrix & provide inputs and guidance to testing teams and defect tracking.
* Used Quality Center to report and track bugs internally and with the client.
* Wrote Test Cases for manual testing
* Trained end-users as part of User Acceptance Testing (UAT) of LOS System

**Environment:** .NET Framework, ASP.NET, C#, MS Access 2007, SQL Server 2008R2, Windows Server 2008Requisite Pro 7.1, Quality Center

**Cardinal Health, Fort Mill, SC June 2007-March 2009**

**Business Systems Analyst**

The system streamlined patient registration, patient scheduling, medical insurance checking, claims processing, and reporting. The purpose of this project involves population of the Enterprise Data Warehouse (EDW) which is used in critical reporting and analysis. The data is pulled together from multiple, disparate systems. Was also involved in certain modifications to the claims processing system.   
  
**Responsibilities**:

* Interviewed Business Users to gather Requirements and analyzed the feasibility of their needs by coordinating with the project manager and technical lead.
* Collected requirements from department managers and users for enhancements. Acts as liason between clients and development. Facilitates sessions to bring business requirements and functionality into SAP system development and enhancement.
* Prepared Business Requirement Documents (BRDs) after the collection of Functional Requirements from System Users that provided appropriate scope of work for technical team to develop prototype and overall system.
* Created relationships in Requirement Traceability Matrix linking Business Requirements to Functional requirements and Functional Requirements to Systems Requirements.   
  Used IBM WebSphere Business Modeler to fully visualize, comprehend, and document the business processes. To model and optimize the business-critical processes. Define and refine process models through the company's best practices.
* Interacted with users for verifying User Requirements, managing Change Control Process, updating existing Documentation
* Created reports from SAP modules using Business Objects Crystal Reports based upon business requirements.   
  Developed straightforward DBMS queries, knowledge of HL7 and xml interface messaging.
* Identified documented data sources and transformation rules required to populate and maintain data warehouse content.
* Was responsible for indexing of the tables in that data warehouse. Reverse Engineered the existing ODS in to Erwin.
* Develop Logical and Physical data models that capture current state future state data elements and data flows using Erwin.
* Involved in data migration design so that the data can be exchanged from other systems in standard ACORD XMLife standards.
* Worked on data modeling and produced data mapping and data definition documentation, configured the Data mapping between Oracle and SQL Server 2005.
* Tested Performance Accuracy related queries under SQL Server
* Designed and implemented basic SQL queries for testing and report data validation

**Environment**: Microsoft Office Suite, Microsoft Visio, Documentum, Windows NT XP, Oracle, SQL, SQL Server, Sybase, EVPN, IBM Websphere Business Process Modeler, ACORD, XML,Business Objects, TestDirector, LoadRunner,

**TOOLS, ENVIRONMENT& METHODOLOGIES:**

**SDLC:** Waterfall, Agile (XP and Scrum), V Model, RAD

**Requirements Management:** Rational Requisite Pro, Microsoft Suite, Remedy Suite

**Productivity Tools:** MS-Project, MS-Office, MS-Visio, SharePoint, SnagIt

**Designing Methodologies:** UML

**Testing Skills:** Integration, Regression, System, Black Box, White Box, UAT

**Testing Tools:** QTP, Win Runner, Load Runner, Rational Test Suite, TOAD, SpiraTeam, Microsoft TFS

**Defect Management Tools: Q**uality Center, TFS Test Manager, PVCS Tracker, Bugzilla

**Languages / Technologies:**Java, J2EE (JSP, Java Bean, RMI), C++, PL/SQL, XML, VBScript C#.Net, IVR, Salesforce

**Databases:** Microsoft Access, Sybase, ORACLE 9i, 10 & 11g, MS-SQL Server

**Operating Systems:** Windows 7/VISTA/XP Server 2003/2008, UNIX

**Reporting Tools:**Cognos, Crystal Reports