

Ronald Fletcher

IT Business Analyst

Atlanta, GA

ronfletcherinmd@gmail.com

443-768-7135

- Diversified Full-Stack Developer with core functional experience as an IT Business Analyst, Q/A Analyst, Program/Project Manager, Sales Manager and Accountant
- Advanced interpersonal abilities which allows effective communication with Executive level leadership, IT team members, vendors, and end users
- Industry experience includes Mortgage, Broadcasting, Healthcare, Energy, and Retail with a focus on systems implementation
- Fully functional in all phases of the SDLC with expertise in Agile Development Methodologies

Work Experience

IT Business Analyst

AmeriSave Mortgage Corporation - Atlanta, GA

April 2010 to October 2018

- Direct report to CTO responsible for executing company-wide IT projects to support Sales, Operations, and Customers to provide the cutting-edge on line mortgage experience
- Managed 3rd party vendor relationships for the design and implementation of internal and customer facing chat system
- Managed the design, implementation, testing and deployment of the consumer on line mortgage application (<https://apply.amerisave.com>)
- Acted as QA manager responsible for developing testing methodologies and test plans
- Developed and managed the companies on-line help system using WordPress

Branch Manager

Heartland Home Finance - Columbia, MD

February 2002 to November 2008

- Top producing branch consistently exceeding sales quotas while providing excellent customer service to help customers fulfill the dream of homeownership
- Responsible for staffing and managing a team of 10 loan officers and 2 loan processors
- Trained and mentored loan officers in the mortgage process, understanding the needs of the consumer, handling objections, and selling
- Prepared monthly payroll, sales reports, and branch marketing strategy
- Managed the branch implementation of the company-wide lead system, Velocity (formerly Leads360)

Management Consultant

NOR Consulting - Columbia, MD

February 1994 to January 2002

- Provided consulting services for the design and implementation of financial systems for healthcare, broadcasting, and managed hosting industries

- Investigate and understand existing systems, connectivity, independencies and challenges and recommend future improvements that align with business needs and solve issues
- Responsible for managing the implementation of the Costpoint and Deltek Accounting Systems
- Responsible for managing the implementation of Microsoft Great Plains and Microsoft Project Server
- Provided Program Management for the design and development of the customer portal for managed hosting services
- W2/1099 Contractor/Consultant for DIGEX, VISICU, NPR, Wang, BET, GE Capital Consulting, DELTEK

Management Consultant

Price Waterhouse - Baltimore, MD

February 1990 to May 1993

- Team member responsible for Analyst functions while applying the PW System Management Methodology (PW SMM)
- Process and workflow improvement documentation
- Managed the implementation of a 3rd party project billing system

Systems Accountant

Texcom, Inc - Greater Landover, MD

March 1988 to February 1990

- Deltek Systems Implementation lead
- Accounts Payable Accountant
- Novell Network back-up system administrator

Education

Certificate in Software Engineering in Full-Stack Development

DigitalCrafts - Atlanta, GA

November 2018 to March 2019

Bachelor's in Accounting

Morgan State University - Baltimore, MD

Skills

HTML, CSS, Bootstrap, Flex-Box, Sass Javascript, jQuery, JSON, Node.js, Express, React, Redux, REST API, AJAX Linux, Python, Stripe (e-commerce), AWS, Apache2 SSMS, MySQL, MongoDB, PostgreSQL, WordPress, Visual Studio Code, Sublime Text, Git, GitHub

Links

<https://github.com/ronfletcher1>