**KAREN CAPEK**

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SUMMARY

Project Manager and Quality Analyst in data analytics and interactive reporting, always working with a continuous improvement mindset.

Highly adaptable to a variety of system and technical environments by applying analytical skills to each unique situation.

Fluent in translating business requirements into system requirements, creating working prototypes, before spending dollars on development effort, reducing risk and improving quality of final solution.

Adept in writing business requirements, listening to stakeholders, defining end user profiles, testing to validate functional & data requirements and user security.

* 15 years writing project scope, business requirements, business process flow diagrams, data requirements, data definitions, source to target mapping, mockups and visuals to simplify concepts.
* 15 years expertise writing complex SQL queries, analyzing data quality, creating data warehouses and BI Reports producing on line reporting systems that are stable and reliable.
* 15 years’ experience in project management methods, inception, managing scope, business requirements, work breakdown, tasks, time estimates, dependencies, daily standup meetings, issue tracking, reporting project status, budget, risk, schedule, knowledge of SDLC, Waterfall and Agile.
* 15 years organizing testing teams, creating test strategy, test plans, test data, performing functional testing and UAT, delivering defect free deployments to meet business requirements.
* 10 years using/design of SharePoint for issue & project tracking, as well as MS Project, HPQC, & TFS.
* 20 years crafting written communication, client help documentation and training guides.

EDUCATION

* **Bachelors of Science** Corporate/Organizational Communications, Northern Illinois University
* Advanced Professional Training:
  + The Data Warehouse Institute(TDWI) Data Quality
  + Kimball University Data Modeling, Star Schema Database Design
  + IBM Cognos BI Suite, Framework Models, Transformer Cubes, Cognos Connection
  + Camp IT Program & Project Management
  + Lodestar Inc., Business Analyst Training
  + Advanced Computer Training (ACT), PMP Prep, HP Quality Center & SharePoint

EMPLOYMENT HIGHLIGHTS

**Illinois Mutual Insurance (Lead Quality Analyst) Oct 2016 to May 26,2017** (Contractor)

* Lead Quality Analyst for 3 system modernization 8 month projects: billing automation, claims automation, & insurance agent reports. Created QA scope document, test strategy, test methodology, test plans, test data, executed testing in QA, report defects/issues, led QA effort and coached 6 QA’s from start to finish.
* Provided leadership and guidance in QA best practices, data analysis, QA methods, templates, test planning and execution, to bring quality up a notch. The billing automation was deployed to production 100% error free!
* Modernization projects were recognized by upper management as a great success in quality and for reducing labor hours by 85%. Billing project went live 100% defect free. Claims Automation & Agent Reporting to go live end of May.
* Led team of six QA’s in learning testing methodology and test execution thru to completion. Allocated work assignments, verify each team member was comfortable/ prepared with assigned work. Reported hundreds of software defects and user experience improvements in QA.
* Hand off test plan and test data to UAT lead to jump start the UAT process. Testing of the 3 projects included technology such as “.Net” development, K2 work flow, ESB middle wear, Inspire document creation, SSIS packages and SQL scripting data quality.

**ABBVIE (IT Infrastructure Project PMO Coordinator) Mar 2015 to Oct 2015** (Contractor)

* AbbVie split from Abbott to become fully separate entity. Eight-month assignment as IT Infrastructure Program Lead. Project Manage weekly project review meetings with infrastructure directors and leads.
* Create weekly executive summary reports to review, monitor and coordinate project milestones for each work stream. (Active Directory, Site Separation, Email Separation, Global Network Separation, Security, SAP Systems and Server Separation. 3000 project milestones and 130 global locations needed to be separated.
* Facilitate issues review meetings to provide leadership visibility of high impact issues, document action steps, monitor issue resolution to assure quality. Produce weekly reports for each workstream, summarize project activity from tech leads for management to monitor due dates, past due & upcoming activity, project issues and risks. Create presentations for director and executive level.
* Project Manage work stream dependencies, assess impact of related work (predecessor tasks and dependent tasks), and assure quality is coordinated between teams. Facilitate daily, weekly and biweekly meetings.
* Perform business analysis of vendor work flow. Create business and technical requirements for Vendor Service Level Metrics – Create specs and prototypes for **QlikView Business Intelligence** Tool dashboard drill thru reports for leadership to measure volume & duration of vendor’s work on server builds thru each phase of the workflow from request to delivery.
* Manage the design of data flow from Vendor extract with multiple source systems, managed data quality of the extract, working with vendor to create consistent clean data. Provide detailed SQL tech spec to QlikView developer. Led testing to assure design and function and data met business & technical requirements.

**AON HEWITT (Test Engineer/Quality Analyst) Oct 2014 to Dec 2014** (Contractor)

* AON Hewitt Corporate Operations**.** Design and execute System and UAT Test management for TM1 Cubes for system conversion from *People Soft* to *Workday* for AON Hewitt. Create test methods to check accuracy of financial **Cognos Perspectives TM1** cubes.
* Compare converted data to expected results. Verify accuracy of all years of historical data for the dimensions and measures in **IBM Cognos TM1** Cubes.
* Together with business and technical leads, plan the testing effort, create test plans, test methods, user stories, test matrix, and execute test using TM1, MS Access & Excel. Log issues, regression test, document-test artifacts in SharePoint. System went live Jan 2015.

**HOSPIRA (PMO Project Coordinator) Jul 2014 to Nov 2014** (Contractor)

* Hospira Enterprise PMO team. Coordinated activates of multiple sub-teams working on a SAP manufacturing software development project (SAP new implementation project). Coordinated progress relative to baseline, managing schedule and executive reporting, along with head PM on the Vizag India SAP project to implement SAP at new pharmaceutical manufacturing plant in Vizag India. Utilize MS Project, Excel, PowerPoint to track progress and create reports for each functional team.
* The project involved 1500 tasks, multiple project managers and high coordination between technical and business functional areas. Work closely with lead Project Managers, Relationship Managers, and Functional Leads to create and maintain project schedules and ad-hoc requests. Produce daily & weekly project status reports, summarize key points, action items, and issue summary reports. Organize go-live & on-call support.

**DISCOVER FINANCIAL SERVICES (UAT Test Manager) Sep 2013 to Feb 2014** (Contractor)

* Test Manager for a large-scale conversion from legacy General Ledger system to new accounting HUB (Microgen custom software.). Oversee work of vendor and internal subject matter experts. Monitored task list in MS Project, time lines, schedules, open items list, communication plan, report progress to executive management.
* Oversee all testing activities for User Acceptance Test (UAT), Data Conversion, Disaster Recovery, Performance Testing along with lead PM, using HP Quality Center Test Case and Defect Tracking.
* Document process flow, task lists, time line, open items. Follow up / team task management from initiation through code delivery, defect resolution, and user acceptance.
* Meet daily with team leads to monitor progress, discuss open items, identify risks, escalate issues and defects. Create and monitor task list, timelines, schedules MS Project. Document open items and project risks. Monitor resources, test plan creation by functional SME, test schedule, batch schedule, defect tracking and resolution in HP Quality Center.
* Create testing statistics reports for leadership team. Facilitate a coordinated effort, working together with vendor, business stakeholders, testers, developers, and QA teams. Hold daily cross-functional team meetings address specific topics with business, tech leads and vendor development team.
* Perform PM/BA work to fill resource gap, elicit business/technical requirements for Foreign Exchange Rate transmission process, document batch process to receive file from Bloomberg to General Ledger system. Facilitate meetings with cross-functional teams to complete deliverable on schedule.

**ARTHUR J. GALLAGHER, Corp Division (Project Manager & Business Analyst) Jul 2009 - Dec 2012**

* Manage technical process for on boarding web/email domains for newly acquired businesses. For domain acquisition, document and improve quality of workflow/hand-offs between multiple divisions, departments, functional areas, and external vendors. Improve requirements gathering with a standard format improving efficiency and accuracy.
* Manage Enterprise PMO, Perform quality reviews of high dollar IT Projects for resource, schedule and budget. Improve process by creating project-tracking templates for Project Managers to document status at a glance meeting CIO’s requirement. Train off shore team in PMO responsibilities and procedures.
* Create monthly IT metrics reports for global CIO. Published 90-page monthly report for 18 IT teams. (Network, Service Desk, Domains, M&A’s, IT Standards Adherence by Branch, Offshore Team’s metrics, IT Risk Assessment, IT Security, Active Directory, Desktop Implementations, Active Directory, Identity Management, Critical Applications, Sox Assessments and Internal Audits, Data Resources Metrics).
* Used MS Excel & MS Word & SharePoint to organize and document project artifacts and work flow to coordinate 18 different IT departmental report authors. Publish monthly IT operational metrics and project metrics, both quantitative measures and qualitative measure, color coding, high level of detail, at a glance IT “Dashboards”, Metrics summary, detail & graphs.
* Managed off shore metrics team to keep monthly cadence and never miss a deliverable and meet Global CIO’s expectations. Train and delegate metrics report creation to offshore team, monitor and control process, working together to make improvements based on lessons learned.
* Performed IT Project work/Business Analysis to understand and resolve chronic pain points. Trouble shoot operational issues for Finance Dept. Concur expense management software. Document Concur expense system ‘current state’ of support work flow, interview stakeholders from multiple functional areas of IT and Business, and create new staffing model, quality control procedures, assure accountability for ongoing system support.

**ARTHUR J. GALLAGHER, Gallagher Bassett Division (Business Analyst/Quality Analyst) Oct 2006 - Jul 2009**

* Direct Hire, 7 years, 2 roles.
* IBM Cognos Business Intelligence QA Lead (3 yrs.) Create Cognos quality test methods and procedures as Sr. Quality Analyst Cognos development team for TPA (third party administrator) insurance claims.
* Document QA methods and train on shore and off shore staff. Perform testing (Cognos Report Studio Reports) for claims summary with drill through to detail, frequency and severity, triangle, claim scorecards, claim dashboard, code benchmark, managed care, worker’s compensation, book of business reports. Manage test team and perform all aspects of report and system quality for new reports and Cognos upgrades. Manage issue list; coordinate w/developers for resolution. Code complex SQL scripts to verify the accuracy of prompted, variable driven Cognos Report Studio reports.
* Developed and Tested Cognos Report Studio prompted reports producing thousands of combinations of results, based on user input. Use multiple validation techniques to quality check report result matched manual result in Excel. Assure accuracy of data, security, user functionality, and adherence to requirements.
* Test all Cognos features: prompts, drill through to source system, user security, navigation, integration, scheduling. Assure all features work at optimum performance levels for end users who access reports via the web. Suggest system enhancements and eliminate unnecessary steps to improve efficiency. .
* Promote standardized formats and methods to provide consistent and predictable level of quality. Gain agreement from business community for changes that made technical development easier, but would alter user’s steps. Show proof of cost benefit of change to gain acceptance.
* Respond client portal website feedback to address end user’s questions. Collect responses to compile as reference guide, and published as FAQ and help documentation on web.
* Cognos Reports were highlighted in company newsletters, *sales and marketing materials* bringing greater value to over 2,000 Gallagher clients McDonalds’s, Bankers Life, Whole Foods \*2000 clients.

**ACCENTURE (Business Systems Analyst) Jan 2005 - Oct 2006** (Contractor)

* Assigned to Accenture HR. Services client. Improved IBM Cognos Impromptu Payroll Reports for Finance Department using Cognos Impromptu, Excel, MS Access and SQL.
* As business analyst, elicit, discover and document business and system requirements for desired report consolidation effort. Present summary of business requirements to gain approval from business management.
* As systems analyst, Create/ Code process improvements. Consolidated data extracts, streamlined report creation using Cognos, SQL, MS Excel, and MS Access. As business analyst, Train remote teams using PowerPoint and Webinars. Cut labor hours by 75% reducing operating costs.

**HEWITT (Business Systems Analyst) Jan 2000 - Apr 2004** (Direct Hire, 7 years)

* Full time hire for seven years 1997-2004. Promoted to DW team in 2000. Gather business requirements and translate into design. Code SQL to Perform ETL testing for large-scale startup of the Hewitt Plan Sponsor Web Site newly developed data warehouse and data mart star schema design. Continuously develop expertise through daily use of SQL and Cognos Tools, data models, cubes and reports for the business: Work Force Analysis, Health Management, 401K Analysis, Pension, and Investment data.
* Perform business analysis and report design, prototype, and coding using Cognos Software, SQL, Impromptu, Transformer, Power Play Enterprise Server, Upfront, and Access Manager. Setup Cognos Cubes and Web Reports for 200 external corporate clients, such as US Federal Reserve, JC Penney, Starbucks, Compaq, Allstate, JP Morgan etc. Configure custom views for each client based on user security. Roll out to 200 clients.
* As business analyst, interface w/ internal business sponsors to gather requirements for executive reports using employee benefits data. Performed requirements gathering, data mapping, cube design, report development. Example, developed daily snapshot of Annual Enrollment and Health Plan Migration Cognos Cubes & Reports for 250 clients. Replace manual Excel reports with automated web reports, resulting in significant cost savings
* As systems analyst, troubleshoot issues with Cognos tool interfacing with vendor. Develop work around or alternate solutions for rapid issue resolution. Enable customized analysis for benefit plan administrators and executives at their fingertips with Cognos Web Reports, eliminating programmer intervention. Use an iterative development approach to prioritize and deliver highest impact reports and cubes, rollout in phases based on stakeholder needs. Produce cross-client analysis reports on 401K trends *published in US News and World Reports magazine*.
* Redesign & stream line client Cognos Report on boarding workflow processes from manual GUI steps to a setup script by coding MDL language.
* Prior to Data Warehouse role at Hewitt, 3 years supporting legacy Pension Administration System. Prior to Hewitt, early career, held programmer analyst roles in direct marketing industry.