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| ***Richard M. Baylor***  17 Deborah Way  Fanwood, NJ 07023  (973) 885-8281  Rmbay39@verizon.net  LinkedIn profile: <https://www.linkedin.com/in/RichardBaylor> | |
| **Summary Statement**  IT Business Analyst with extensive experience in the management, design and analysis of projects and reports for a prominent New Jersey law firm. Responsible for requirements gathering, creative problem solving, application testing and process/workflow improvements. Achieved exceptional results in refining and streamlining workflows critical to client timelines and departmental budgets. Critical thinker with a proven track record of team building.    **Professional Experience** | |
| **Zucker, Goldberg & Ackerman, LLC/4S Technologies, LLC**  **(partner companies)**  Mountainside, NJ  *Business Analyst/*  *Applications Administrator*  2000 - December 2015 | * Business analyst (approx 5 years) and liaison between 4S Technologies and Zucker, Goldberg & Ackerman, LLC (as partner companies), responsible for requirements gathering, identifying and assisting business users and stakeholders with process/workflow improvements, implementation and prioritization of projects and reports. * Programming and administration of TeleVantage telephone system. * Programming, management and administration of ADC Legal Perfect Practice case management system and Advantage Database. * Supervision of Helpdesk Support Team, responsible for prioritization and clarification of help desk tickets. * Support team member * Creation, coding and management of hundreds of legal form documents. * Company administrator for client case management applications and websites, including Vendorscape, Serengeti, Black Knight and Quandis. Responsible for user accounts and rights and process to department mappings. * Facsimile server support and administration. * Creating PowerPoint presentations for distribution to our firm's client base. |
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| **Zucker, Goldberg & Ackerman, LLC**  Mountainside, NJ  *Foreclosure Specialist/Manager Data Entry Dept.*  1991-2000 | * Management and supervision of Data Entry Department. * File management to ensure compliance with client-established guidelines. * Review and analysis of title searches. * Drafting of legal documents pursuant to information analysis. |

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| **Education** | * Chubb Computer Institute, Parsippany NJ   *Certification, Helpdesk Support*   * William Paterson University   *B.A., Communications*   * County College of Morris   *A.A., Communications* |
| **Skills** | Microsoft Office (Word, Excel, Outlook, Access, PowerPoint), Visio, SQL, Case Management Applications, telephone programming and administration, problem solving, understanding of Agile and Waterfall methodologies |