

NAME

TITLE

000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

Hardworking business system analyst emphasizing cost-effective process improvement and organizational efficiency. Seeking to advance my career at your company and build relationships.

Experience

Senior Business Systems Analyst - Honjan Resource Companies / Location

December 20019 - December 2022

- Provided technical management and support services that assisted the VA Product Development organization in delivering an effective, consistent, and timely project.
- Constant interface with more than 10,000+ customers, including project managers, PMO support staff, VHA and VBA business SMEs, business analysts, developers, and system architects.
- Led BSAs to facilitate requirements elicitation sessions to document and analyze VA requirements.
- Created product backlogs and collections in CM in Rational and linked to appropriate builds or elements.
- Reviewed business changes and ensured efficient and comprehensive translation into functional requirements specifications.

Business Analyst and QA Tester - Company / Location

January 2018 - November 2019

- Worked with over 200,000+ customers and consumers to gather, analyze, and evaluate business requirements.
- Defined, developed, and configure system builds that validated the expected outcome of a given release.
- Worked with Subject Matter Experts to research and analyze various upstream data sources to define appropriate data onboarding guides growing the business by about 13%.
- Supported the QA team in defining end-to-end UAT scenarios.
- Acted as a Configuration Manager for HRSA-CMT in compliance with CMMI Level 3.

Project Experience

- Led a 25-person team of multi-country analysts, completing the \$12.5-budget Expense Reporting System project.
- Served as Product Manager for a \$32 million deal, ensuring the company's gained over 15% profits.
- Spearheaded a company-wide innovation initiative resulting in three new product offerings in under 12 months.

Education

Bachelor of Science in Computer Science - University of The Potomac

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

Bachelor of Science in Economics - University of Buffalo

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Business process improvement
- Business systems analysis
- Project tracking
- Product requirements documentation
- Agile software development

Licenses & Accreditations

Licenses & Accreditations

- Certified Safe Product Owner
- APMG International Agile Project Management
- Certified Product Owner by Product Manager HQ