

SUMMARY OF BUSINESS ANALYST QUALIFICATIONS

- 11 years experience as business analyst gathering business requirements, creating systems requirements, test plan development, completing functional testing.
- Experience working with quality assurance teams reviewing testing processes.
- Process improvement experience at multiple employers.
- Ability to analyze complex business systems and understand current processes in order to derive requirements for proposed systems.
- Complete software development lifecycle experience in requirements gathering, systems design, software development, testing, implementation, and training.
- 10 years consulting experience delivering full lifecycle software projects to clients.
- 4 years combined experience providing systems requirements for a vertical market software vendor and acting as project manager for a 10 person development team, including QA liaison.
- 20+ years as software developer in various environments.
- Ability to think logically and implement complete processes.
- Good written and verbal skills.
- Ability to work with users to draft use cases.

PROFESSIONAL EXPERIENCE

Aurora Loan services/Lehman Brothers Bank (Littleton, CO)
Senior Business Analyst

November 2006 to present

- Work with the business owners to monitor and support owned production applications.
- Manage all areas of Asset Management, Disaster Recovery, and compliance for owned applications.
- Assist business users to prepare requirements for system enhancements and new implementations.
- Write business and functional requirements as required.
- Write software change document procedures for existing and new applications.
- Monitor software changes to insure adherence to change procedures.
- Conduct requirements reviews to verify validity and completeness of business requirements.
- Work closely with project managers on larger application development projects.
- Coordinate with development managers during development cycle.
- Consult with quality assurance to insure testing adheres to requirements.
- Facilitate and monitor software release process.
- Work with compliance and audit to insure adherence to change management procedures.
- Coded EDI transactions for transmitting wires to partner banks.
- Implemented move of a major customer facing system that eliminated regular downtimes.

EchoStar, Inc (Englewood, CO)
Staff Business Analyst

December 2005 to November 2006

- Business liaison between Retail Services/Sales business unit and IT for new and revised systems.
- Assist business users to prepare requirements for system enhancements and new implementations.
- Write business requirements as required.
- Act as project coordinator for small and medium effort requests.
- Advise IT system analysts in the preparation of system requirements.
- Conduct requirements reviews to verify validity and completeness of business requirements.
- Facilitate requests from the business units for ad hoc report requests to the data warehouse team.
- Assist in creation of comprehensive SDLC for EchoStar IT department.
- Monitor adherence to SDLC and insure SOX and Visa compliance of all requests.

- Work closely as business analyst with project managers on large enterprise projects.
- Coordinate with development managers during development cycle.
- Implemented EDI solution for sales partners.

Rapidigm, Inc. (Various client locations)

March 2005 to November 2005

Oracle Consultant/Functional Analyst – at FP International, Redwood City, CA

- Analyzed functional requirements and advised IT staff on design of custom responsibilities for Oracle financials, service, and engineering.
- Implemented complete lifecycle process for developing and testing over 20 responsibilities with custom menus for each of the various FPI functions in service, accounting, and engineering.
- Prepared documentation for ongoing use of FPI staff for maintenance and modifications.
- Presented technical training to the IT staff in the design and preparation of custom menus and responsibilities and the use of a data load utility for migrating between instances.
- Use of these custom responsibilities helped eliminate issues resulting in employees having unauthorized access to Oracle applications.
- This project removed the burden from the small IT staff for the initial design and development of custom responsibilities for the service employees.
- Assisted the development staff to continue design and implementation of custom menus and responsibilities.

Oracle Consultant/Business Analyst – at Viasat, Inc., Atlanta, GA

- Reviewed requirements and advised IT staff on design and development of Oracle scripts designed to assist the customer support organization.
- Resolved specific user interface issues to insure consistent capture of related facts while creating a service request.
- Developed and tested the scripts using the Oracle Scripting product for Teleservice and Contact Center applications.
- Prepared and presented training to IT staff on design and use of scripts.
- Presented technical training to IT staff to assist in on-going support and revisions of scripts.
- Scripts required the use of Scripting blackboard commands, scripting calls to Forms commands, PL/SQL calls to client specific PL/SQL code, and access to the Teleservice API.
- Use of these scripts by Viasat's support agents will save time and effort in their problem description processes, as well as improve and shorten the training time required for new agents.
- This project eliminated an estimated 200 man-hours of IT staff development time required if they had attempted to complete it internally.

Oracle Corporation (Colorado Springs, CO)

December, 2000 to January 2005

Principal Consultant/Analyst

- Provided subject matter expertise for the internal trouble management system used worldwide by Oracle customer support analysts.
- Acted as project manager for the scripting portion of the Teleservice migration project.
- Led the implementation effort to convert over 100 text templates currently used by Oracle Support to Oracle Scripts.
- Designed, created, and tested scripts as part of the conversion effort, including working with users during UAT.
- Worked with the script development team to create custom objects to accomplish specific tasks.
- Maintained service organization web site using Dreamweaver.
- Provided internal software support to all of Oracle's support organization.

Business Implementation Analyst)

- Analyzed requirements for Oracle's Premium Support Services organization in relation to implementing Oracle's CRM software suite.
- Prepared business summaries, requirements documents, design documents, and project plans.
- Interacted with business representatives to gather requirements.
- Consulted with the development organization to determine appropriate functionality and need for enhancements.

Technical Specialist, CRM Service Support

- Provided trouble management support to Oracle customers running the CRM suite of programs.
- Worked in a team environment to troubleshoot customer problems.
- Gained knowledge of various hardware platforms (Unix, Windows NT, Linux).
- Used understanding of the development environment and the ability to interface with the development team to help resolve customer issues.

Colorado Technical University (Colorado Springs, CO)

**April, 2000 to March 2005
October 2007 to present**

Adjunct professor (part time)

- Developed and taught an undergraduate course on beginning programming concepts.
- Instructed the students in the basic use of Microsoft Visual C++ to demonstrate structured programming concepts.
- Supervised the lab portion of the class, assisting the students with technical and logical problems.
- Developed the syllabus and course outline for this course, which is used by all instructors.

**Powercom 2000/ARI Network Services, Inc. (Colorado Springs, CO)
Development Team Lead/Business Analyst**

April, 1997 to November, 2000

- Managed full lifecycle development of ARI's EDI software for the manufactured equipment industry.
- Supervised a team of 10 software engineers both locally and offshore.
- Worked in development environment utilizing Microsoft Visual C++ on a Windows 9x/NT platform.
- Provided leadership and guidance to the software development team.
- Liaison to QA team to help create use cases and insure software adhered to the approved design.
- Involved in implementation planning using Microsoft Project.
- Assisted in requirements gathering at client sites to facilitate customization of software.

Senior Software Analyst

- Performed requirements analysis and design for ARI's EDI software product for Windows 9x platforms.
- Used Microsoft Visual Basic as a prototyping tool for GUI design and Microsoft Access as the development database.
- Gathered and reviewed requirements and wrote formal system design documents which were used by the development staff and the Quality Assurance team.
- Assisted the other analysts in their efforts to create additional design documents and interfaced with the development and testing departments to resolve questions concerning design issues.
- Regularly used Microsoft Office products, including Word, Excel, PowerPoint, and Access.
- Gained familiarity with Microsoft Visual C++ as required in my relationship with the development team.

Other related experience

- Consultant in software services company providing custom designed vertical market software.
- Owner of consulting company providing custom software solutions to small businesses.
- Partner in consulting firm providing design and development for a variety of clients.

FORMAL EDUCATION

- Colorado Technical University, Master of Science in Management/MIS
- University of Oklahoma, B. S., General Engineering/Computer Science; Minor in Mathematics

ORACLE SPECIFIC EDUCATION

Technical

Oracle 9i Database Administration fundamentals

Oracle 9i Forms Developer

Oracle 9i: Program with PL/SQL

Advanced PL/SQL

Functional

Oracle 11i Contracts

Oracle 11i Customer Care

OTHER TRAINING

Microsoft Project 98 – Executrain

Beginning, Intermediate, Advanced HTML – New Horizons Learning Center

Business Analyst Fundamentals - ASPE Technology