ROBERT SMITH

Application Support Analyst III

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Highly inquisitive, creative and resourceful individual with 9 years of professional experience with the past 5 years of IT concentration. Demonstrated ability to lead technology implementations varying in scope. Built and maintain customer relationships, and improve business processes in different organizations throughout the company.

EXPERIENCE

Application Support Analyst III

CHRISTUS Health - DECEMBER 2008 – PRESENT

- Work with the manager to proactively identify issues that affect the execution of company and project goals by regularly reviewing operational processes and the technology supporting these.
- Work closely with both internal and external customers to gather and fully document business requirements, assess these and develop recommendations to appropriately enhance business processes.
- Responsible for software testing and the development of test plans, test case scenarios, and expected outcomes. This includes planning and executing tests with customers, analyzing test results and communicating these effectively and promptly.
- Work directly with the development teams, both onshore and offshore, and end users at all levels and locations throughout the organization, to make sure the technology solutions implemented fully meet all business requirements.
- Developed strategies/strategic business plans to stimulate growth and diversification of services, business lines, and revenues in current markets and in new markets as well as implemented services and processes needed to support the business objectives of TLRA.
- Handled the setup of a new project to assist a client in consolidating their business office.
- Provided forecast projections of recoveries and revenue and analyzed data against budget on a weekly and/or monthly basis for positive financial performance outcomes.

Operations Insurance Supervisor

CHRISTUS Health - 2007 – DECEMBER 2008

- Analyzed and trended associates' productivity based upon established measures.
- Conducted performance evaluations, progressive counseling and career development discussions; ensured appropriate orientation and ongoing training.
- Reviewed, delegated and corresponded to escalated client contact requests and inquiries via email and phone.

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- Provided leadership, developed realistic plans and timetables, and used performance measures to track and monitor results.
- Use collection tools effectively to ensure quality recovery services and meet or exceed established goals and work standards.
- Prepared summary reporting packages regularly and communicated performance updates to chief financial officers, revenue cycle directors, business office directors, and other management associates.
- This is Dummy Description data, Replace with job description relevant to your current role. In case if you dont need it you can delete it.

EDUCATION

- Business Administration -2001 to 2004 (McNeese State University - Lake Charles, LA)
  Business Administration - 2004 to 2007(Lonestar Community College - Houston, TX)

SKILLS

Languages: Base SAS, IBM Z/OS Assembly Language, C/C++, JCL, CLIST, SQL, AWK; Software: Syncsort, File-Aid, Xpediter, Viasoft SmartTest,IBM File Manager, IBM Debug Tool, TSO, ISPF, QMF, Microsoft Office, Visual Studio