ROBERT SMITH

Sr. Business System Analyst - Health Care

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SUMMARY

Seasoned, accomplished Business Systems Analyst with an extensive history of supporting enterprise-level solution development through highest caliber of needs analysis, requirements definition, functional/technical specification development, application testing, and post-implementation support. Superior ability to liaise and coordinate with internal and external stakeholders while collaborating with on and offshore project teams.

SKILLS

Offshore, Testing, Training, UAT, User Stories., Use Cases, NetSuite, CRM, Marketo, Insurance Systems

WORK EXPERIENCE

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UPTODATE - June 2014 – Present

- UpToDate is an evidence-based clinical decision support resource for healthcare practitioners. Assess and analyze the business environment to define the scope of the business problems, capturing project requirements.
- Objectives and expectations. Elicit requirements for projects, enhancements, or defect fix requests using Interviews, workshops, data analysis, current business process descriptions, task, and workflow analysis.
- Functional specifications, data mappings, and user stories. Support sales operations, marketing, customer service and finance departments.
- Translations for all user screens and user documents. Post implementation support and enhancements.
- SalesLogix (CRM) projects to implement new products for us and international enterprise customers.Wrote user stories, functional specifications, application configurations, coordinate QA and UAT testing and post-implementation support for sales ops.
- Gather, document, and analyze client functional, transactional and insurance product business requirements for first Best's underwriting management system (UMS). Client facing and consultative role offering system solutions to enhance client implementations and transform client workflow and business processes.
- Between the customer and technical team providing support throughout the project development life cycle. Used the UMS configuration tool to build and maintain application forms and rules. Sales team support on RFP.

Sr. Business System Analyst

FIRSTBEST SYSTEMS - November 2005 – April 2014

- Co-lead a two year-long series of implementations through requirements gathering sessions, functional.

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- Specifications, application configuration, data mapping, change management, QA/UAT testing and defect.
- Worked on the development of an "out of the box" worker's compensation offering for the sales team.
- Worked with sales team on pre-sale meetings with a large insurance company specializing in surety.
- Arranged review meetings and discussed issues with developers and other team members
- Reviewed the business requirements document with the business and development team to understand the architecture and functionality of the application.
- Participated in weekly status meetings, walkthroughs and documented the proceedings.

SCHOLASTICS

- Bachelor Of Science In Sociology In Sociology & Anthropology - 2002 to 2005 (NORTHEASTERN UNIVERSITY - Boston, MA)

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