

ROBERT SMITH

Associate IT Business Systems Analyst

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Comprehensive knowledge of usercentered design, usability testing and expert reviews of web applications, websites and mobile devices. Educated with a Master of Science in Human Computer Interaction and a Bachelor of Business Administration in Marketing and Finance.

CORE COMPETENCIES

Excellent Communication, Microsoft Office, IT, Data Entry, Problem Solving, Process Improvement, Team Player, Team Leadership, Troubleshooting.

PROFESSIONAL EXPERIENCE

Associate IT Business Systems Analyst ABC Corporation - March 1990 – May 1993

Key Deliverables:

- Employed Project lead for the Commercial Loan Systems that provided IT data processing services nation-wide to over 400 banks.
- Responsible for leading 27 commercial bank electronic file to file data conversions.
- Lead Analyst for IT Commercial Loan Conversions.
- Presented systems overview to bank lending officers, staff and executives.
- Demonstrated new banking system to prospective new customers with sales team.
- Trained banking staff in use of the commercial loan system.
- Prepared data file-to-file mapping of system specifications and the conversion file and processes.

IT Business Systems Analyst Delta Corporation - 1989 – 1990

Key Deliverables:

- Accountable for engaging stakeholders, authoring and validating requirements, and ensuring project goals and objectives are met.
- Authored detailed functional and business requirements included use cases, logical models, data mapping and process flow diagrams.
- Managed subset of projects from discovery (D1) through deployment (D5), creating and maintaining project plans, and leading project meetings and teams.
- Engaged subject matter experts and key project stakeholders throughout the project lifecycle.
- Lead business interviews, walkthrough sessions, prototype development, assisted in QA writing test cases, and user acceptance testing (UAT).
- Collaborated with various IT teams to identify issues and provide resolutions in a timely manner.

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- Worked closely with outside vendors and data providers ensuring SOW-defined deliverables are met.

EDUCATION

MBA in Finance - 1984(Wheeling Jesuit University)

