Robert Smith

Lead Systems Analyst/Supervisor

CONTACT DETAILS

1737 Marshville Road, Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

PERSONAL STATEMENT

Information Technology Service Management Leader with more than 20 years of experience in the industry. Experienced and Successful Business Relationship Manager and IT Resources Manager. Honest and dedicated leader with integrity, passion, and compassion, known for quick issue resolution and presenting creative solutions to business and IT issues that improve the financial bottom line.

WORK EXPERIENCE

Lead Systems Analyst/Supervisor
ABC Corporation -   1998 – August 2014

Responsibilities:

- Led a team of developers and technical specialists responsible for maintaining, enhancing and supporting multiple US Postal Service public facing applications.
- Managed projects with values up to $2 million using the Agile Development Methodology.
- Generated functional requirements based on a wide variety of inputs meetings with external and internal customers, surveys, emails and business need statements.
- Identified project stakeholders and establish communication plans.
- Provided cost estimates for projects, request funding, assign resources to funding buckets and track fund usage against project progress.
- Designed interfaces and process flows for communication with a wide variety of internal and external integrating applications.
- Produced and maintained project documentation for the Technology Solution Lifecycle archives.

Lead Systems Analyst
Delta Corporation -   2014 – 2015

Responsibilities:

- Responsible for installing interfaces using Siemens integration engine OPENLink.
- Experience with integrating to the following systems Invision, Softlab, Softmed, Cerner, Cloverleaf, Emergisoft, EDIM, Patient Keeper, Bloodbank, .
- Project management, installation, conversion, training, and support issues for the implementation of a Customer Information System (CIS) to 10 .
- This position required 90%+ travel domestically.
- Provided internal consulting services to PageNets regional and local managers on procedures and data management relative to the CIS system.
- Assisted business units in developing business cases for proposed projects.
- System Analyst for the development of mainframe programs that identify adds, changes, or deletes for a new Enterprise Data Warehouse

SKILLS

Certified Project Manager Professional . Software Experience:.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

project using .

Education

Master's in Business Administration - (Pennsylvania State University)