Robert Smith

Assistant Senior Business Systems Analyst

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
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SKILLS

SQL, SSRS, Microsoft Office, Crystal Reports, SSIS, Cognos.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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

PERSONAL STATEMENT

Results driven analyst and project manager with in-depth financial experience. Fully versed in the project management body of knowledge (PMBOK) and project management life cycle (PMLC) with technology expertise, strong business analyst and financial skills. Demonstrated ability to work effectively as a leader, part of a team, and independently. Self-directed and motivated to consistently achieve objectives.

WORK EXPERIENCE

Assistant Senior Business Systems Analyst

Liberty Mutual Insurance - 2010 – 2020

Responsibilities:

- Supported claim systems consolidation.
- Supported conversion of claims document management system from paper to electronic format.
- Built process for managing the development and implementation of software enhancements to existing systems.
- Developed automated solutions for business analysis tasks and organization change management.
- Resolved conflicting business requirements and negotiated solutions with business subject matter experts.
- Partnered with technical teams, external entities, and vendors to develop integrated system solutions.
- Developed communications for leadership team.

Senior Business Systems Analyst

Delta Corporation - 2001 – 2002

Responsibilities:

- Specializing in the evaluation and implementation of multiple software solutions with specific experience in strategizing business process mapping .
- Drive and facilitate key requirements meetings with the business sponsor and user group Identify critical business processes and analyze future state .
- Responsible for solutioning, documenting, and training on new and proposed system functionality for complex client implementations.
- System SME that collaborates with the implementation and sales teams throughout the new client implementation process.
- Serve as a tier 2 escalation point for ongoing or high profile client issues.
- Work with SQL and Python to ensure quality 834 and carrier file creation, and accurate ongoing EDF processing.
- Senior Business Analyst Accomplishments Implement TFS VSO.

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Education

MBA - (University of Washington - Seattle, WA)

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