ROBERT SMITH

Solutions Analyst

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More than 15 years of experience as architect, developer, troubleshooter, and builder of customer and business information solutions using Microsoft platforms and tools. Recognized repeatedly as expert on wide variety of technologies and practices. Successful history of designing and implementing valuable, efficient, secure, reliable, and maintainable systems.

EXPERIENCE

Solutions Analyst
ABC Corporation - JUNE 2011 – FEBRUARY 2020

- Developed, analyzed, and validated Business Requirements in collaboration with cross-functional teams (BRD, impact assessment, ASIS.
- Captured, reviewed, and finalized detailed IT Requirements to support business requirements (Impact assessment, Fit/Gap analysis, Functional Specification documentation/reviews, Process/Data mapping, etc.).
- Developed, socialized, and coordinated test cases supporting requirements/timelines.
- Identified and recommend business process/date integration improvement opportunities to design the most optimal B2B solution to meet business needs.
- Participated in deployment planning, GoLive readiness, and normalization support.
- Established and strengthen cross-functional working relationships and communications with key stakeholders (Biz/IT Analysts, PMs, etc.) on activities progress and issue dispositions.
- Advocated and ensured compliance with Cisco established B2B integration standards, tools, and architecture (OAGis, UML, etc.).

Solutions Analyst
Delta Corporation - 2009 – 2011

- Reviewed, analyzed, and evaluated user needs and business systems requirements Built surveys for clients and tested them for functionality across .
- Quality assurance software testing and reporting.
- Provided onsite and remote support for Eureka voice analytic suite worldwide.
- Assisted with the development and testing of voice recognition engines customized for clients.
- Worked exclusively with Ubuntu Linux and Microsoft server.
- Working directly with clients and cross functional teams, gathering functional and technical requirements, building workflow diagrams,

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recommending .
- A 3-year contributor to the publication of several J.D.

EDUCATION

- Bachelor Of Science

SKILLS

MS Office, Computer Skills, Planning Skills.