Robert Smith

Solutions Analyst

CONTACT DETAILS

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

PERSONAL STATEMENT

Solutions Analyst professional with 16+ years of progressive experience within the Information Technology industry with the skills to drive the business priority and promote growth, capitalize on new revenue potential, and manage all aspects of daily business operations. Proactive leader with refined business acumen and exemplary people skills.

WORK EXPERIENCE

Solutions Analyst

ABC Corporation - January 2012 – May 2020

Responsibilities:

- Directly worked with Business leaders and IT Technical leads to determine needs, drive solutions, and control change.
- Planned Work Efforts, worked to understand the technical capacity needed, the determined priority of IT and Business needs.
- Authored and implemented efficiencies, reengineered process workflows for IT and Operation for business visibility and measurement.
- Coordinate with Business for Priority/Budget Drive Solution Estimate Efforts - understand the impact to team Implement efficiencies Control Change Management ITIL Communicate and Collaborate with Off-Shore and remote stakeholders and team members Review Business Operating Model (BOM), Review PID/ROM documents Extracts business needs and features, assumptions, and expectations.
- Create User Experience Design Document As-Is process diagrams when necessary.
- Update Communication Plan Create Implementation Validation Report Update Traceability Matrix.
- Participated in and supported pilots for new releases and technologies.

Solutions Analyst

Delta Corporation - 2000 – 2012

Responsibilities:

- Neovia Logistics, Irving, TX Feb.
- Solutions Analyst Red Prairie Build To Order (BTO) Red Prairie Warehouse Management PKMS Review/approve multi-versions of System Design.
- Isolating key issues, reviewing possible solutions, and present a recommendation on building customer relations and knowledge of products.
- Coordinate outside events and trade shows.
- Build and maintain a website, as well as assist with Facebook and Twitter promotions.
- Commercial and residential window film sales and customer service.
- Collaborated with project managers, software developers, vendors, and clients to facilitate the collection of business requirements and technology.

SKILLS

Systems Integration, Business Analysis, Management Skills.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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

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Education

BS In Management

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