

# ROBERT SMITH

## Asst. SR Business Analyst

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### SUMMARY

Detail-oriented, efficient and organized professional with extensive experience in accounting systems. Possess strong analytical and problem solving skills, with the ability to make well thought out decisions.

### CORE COMPETENCIES

MySQL, JIRA, Sharepoint, RDBMS.

### PROFESSIONAL EXPERIENCE

#### Asst. SR Business Analyst

**ABC Corporation - December 2013 – February 2015**

#### Key Deliverables:

- Manages on-boarding/off-boarding of project resources.
- Responsible and accountable for the planning and implementation of the most complex and critical projects in support of major business initiatives.
- Documents and obtains agreement from sponsors, client management, and BTO management on project scope, objectives.
- Responsible for defining the tactical delivery strategy for a project or a collection of projects to support a program.
- Ensures cross-department and cross-functional group engagement and alignment.
- Collaborates with team members to develop project work plans and schedules.
- Leads highly-matrix set of project resources (people) as peers, not as direct reports.

#### Sr Business Analyst

**ABC Corporation - 2011 – 2013**

#### Key Deliverables:

- Responsible for working as Sr.BA for all Telecom Applications of Qatar Telecom.
- Obtained business requirements with the responsible Technology & Operations departments.
- Worked on Microsoft Dynamics CRM 4.0 for Customer Data updates and other activities related Customers Documented system requirement specifications.
- Worked with testing team in understanding the Traceability Matrix and helped team come up with test cases and test conditions as per the requirements to complete the integration testing.
- Understanding existing Process flows Documenting new scenarios that need to be tested Writing Process flows "As-is" & "To-be" Worked on SQL Database to query using Select Statements and verified the Date Output to

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make sure the logic works accurately Successfully developed End to End Process for Testing as the process definition was not clearly set.

- Worked extensively in SPOC environment to make sure environment is ready for each release/application.
- Provided insightful assistance to higher management and managed several activities such as resource utilization, complexity of the applications and defects detected in Testing and Savings incurred due to the effective Testing Actively participated in several management meetings to Understand the entire Business Needs.

### EDUCATION

Bachelor's in Business Administration - (University of Central Florida - Orlando, FL)

