

Joe Smith

110 Main Street, Anytown, PA 19000 ▪ (600) 000-0000 ▪ jsmith@web.com

Talented technical Business Analyst with Scrum Master Certification and over 10 years of IT experience. Primary skills include Requirements Engineering, Agile practices, Project Management and Web development

SUMMARY

- Industry experience includes financial services (Credit Cards & Mortgage), Supply Chain automation, Telecom and e-Business solutions.
- Extensive experience in every stage of a software development life cycle (SDLC) – from inception to post-production support.
- Expert level experience in various software development methodologies including traditional waterfall, iterative with agile framework and RUP.
- Hands on experience creating Use Cases, UML diagrams, business process diagrams, DFDs, GUIs – wireframes and prototypes.
- Experienced with tools such as MS Project, MS Visio, MS Sharepoint Portal, MagicDraw, HP/Mercury Quality Center, Rational RequisitePro and TOAD
- Technical background includes exposure to web based programming in ASP, VB, Scripting Languages, HTML, XML, XSL, SQL, Application servers and RDBMSs
- QA skills include creating test cases; performing unit testing, black box testing, usability testing and co-coordinating UAT.
- Dynamic and assertive team player with excellent verbal and written communication skills

WORK EXPERIENCE

Corner Store (Wilmington, DE)
IT Business Analyst

Nov' 07 – to present

As a lead Business Analyst for Business Technology Group of BarclayCard US, performed key duties such as requirements elicitation, requirements analysis and requirements management for several large scale Priority 1 projects primarily in a web based environment. The projects include LL Bean Credit Card Launch (99.9% availability SLAs for web apps), US Airways Portfolio Conversion (400k accounts converted; 150+ tech features), Customer Care initiatives (desktop apps, VRU), Customer Website – www.barclaycardus.com enhancements (secure web email, online disputes, online card activation, order replacement cards online) and CCA compliance project (170+ features). Additional medium scale projects included deploying BRIO reports for internal and external users and file movement between vendors and partners.

- Interacted with Business community to elicit, analyze and document project requirements.
- Developed use cases, process flow diagrams (as-is/to-be flows) and UI mockups/wireframes to represent business requirements.
- Proactively presented business and technical solutions for business process automations.
- Conducted requirements walkthroughs with various stakeholders including Business owners, technology architects, developers, QA leads, Information security and legal/compliance.
- Proactively strived to keep a constant flow of communication between business, development and QA to ensure the end product is of the highest quality and as per the scoped expectations.

- Handled multiple cross-departmental projects concurrently in a fast paced environment.
- Actively assisted Project Managers in preparing and reporting project statuses.
- Provided guidance in executing projects iteratively using Agile concepts. Often played the role of a Scrum Master on various projects.
- Documented, tracked and maintained key project artifacts such as the Functional Specifications, Feature Plans, Iteration/Sprint Plans, traceability matrices, meeting minutes, issue logs and document approvals.
- Acted as liaison between QA and development teams to review and resolve defects.

Tools & Technologies used: UML, MS Office, MS Visio, MS SharePoint, MS Project, MS FrontPage, Mercury Quality Center, BRIO, MS Access, HTML, JavaScript.

GMAC Mortgage (Ft. Washington, PA)
Sr. Business Systems Analyst/Agile PM

Nov' 04 – Oct '07

Provided project leadership to a team of six members for implementation of a large-scale web based Automated Underwriting application; an end-to-end Imaging solution; and a web-based loan Audit application for GMAC's correspondent systems group.

- Worked with various business units to gather cross-functional requirements while managing the overall project scope.
- Prepared weekly status reports and communicated key milestones to project stakeholders as well as senior management.
- In a pro scrum-based agile development environment, performed iteration planning sessions; managed and prioritized business features and tasks using MS SharePoint portal
- Managed various project dependencies while dealing with both domestic and overseas external vendors
- Arranged JAD sessions to gather requirements and brainstorm solution designs
- Conducted scrum-oriented meetings and played the role of a scrum master to gauge team's progress and resolve team's impediments if any.
- Worked with Fannie Mae to integrate GMAC's 1003 system with FNMA's Credit and Automated Underwriting engines.
- Developed UML artifacts, process flows, XML field/value mappings and prototypes
- Facilitated requirements and design walkthroughs for developers, users and QA teams.
- Co-coordinated User Acceptance testing process
- Presented application demos to GMAC's account executives and client services group.

Tools & Technologies used: UML, MS Office, MS Visio, MagicDraw, Sharepoint, MS Project, MS FrontPage, Mercury QC, Access, HTML, XML, XSL, JavaScript, SQL, TOAD, Oracle

Fidelity Investments (Merrimack, NH)
Sr. Business Analyst

May' 04 – Oct' 04

Senior business analyst for the implementation of a web-based integrated retirement and HR outsourcing solution which included benefits (401k, pension) administration along with other HR activities

- Worked with business community and end users to gather business and product requirements
- Actively assisted Senior Project Managers in project planning activities such as scope, time, cost, resource and risk management.

- Conducted JAD sessions, review meetings and conference calls
- Developed Business Use Cases, System use cases and represented system requirements using various UML Diagrams
- Authored requirements documents, SRS documents, and training documents
- Provided leadership and guidance to developers on the process of utilizing XML, XSL and XML Schemas for human resources related data exchanges and mapping XML to Databases
- Administered functional and usability testing using manual and automated testing tools
- Communicated key milestones to various levels of the organization
- Managed all aspects of Project Life Cycle deliverables while utilizing stringent QA processes

Tools & Technologies used: MS Visio 2000, MS Office 2000, MS Project 2000, HTML, Scripting Languages, ASP, SQL Server, MS Access, SQL, PL/SQL, ERWin, Windows

WorldChain Inc. (Fremont, CA)
Business Analyst

Aug' 01 – Sep' 02

Business and systems analyst for implementation and enhancement of Worldchain's flagship supply chain software and policy management system in a web-based B2B environment

- Led requirements gathering from end users and sales team
- Use Case analysis for the adaptive and highly configurable repair business process.
- Design of XML transaction and interface for B2B transactions
- Design of a policy management system to track SLAs and complex rules based logic.
- Implemented project development life cycle using RUP methodology
- Documented Use Cases, UML Activity Diagrams and Sequence Diagrams
- Responsible for facilitating conference calls, JAD Sessions and conducting business Interviews
- Involved in review of test plans, test cases and test results.
- Participated in the ongoing support and maintenance of the deliverables

Tools & Technologies used: UML, Rational Rose, Solaris, Win2000, Weblogic 6.x, J2EE, XML, XSL, SQL, Oracle 8i

TechSpan Inc. (Sunnyvale, CA)
Programmer/Analyst

Jul' 00 – Aug' 01

Lead consultant for implementing a B2B venture management portal for the client Vianah Ltd (UK) and also a B2B e-commerce website (www.construction.com) for McGraw-Hill (NYC).

- Participated in estimation and technical proposals for the Joint Venture Portal development
- Interacted with various stakeholders to document product requirements
- Developed product prototypes presented demos to the client
- Gathered business requirements and documented functional specs
- Actively reported progress of critical tasks to upper levels of management
- Performed verification and validation based on the requirements document
- Identified, analyzed and tracked defects
- Key point of contact for the client, acting as a liaison between client and development team

Tools & Technologies used: MS Visio, HTML, DHTML, JavaScript, XML, Flash, SQL, Oracle

MCI WorldCom (Mumbai, India & Colorado Springs, CO)
Programmer/Analyst

Apr' 98 – Jun' 00

Significant contribution in winning a \$3MM project from MCI WorldCom by providing excellent prototypes for re-designing their Java-Applet based custom deal-negotiating and billing software.

- Interacted with project managers to document business and functional requirements
- Involved in design & implementation approach to re-engineer Java Applet based system to a more efficient, easy-to-use, faster loading system using ASP, DHTML and Oracle (PL/SQL).
- Involved in reverse engineering and analysis of the existing Java Applet based System
- Communicating with client managers and facilitating offshore conference calls
- One point contact between developers and end users during UAT phase
- Part of a 100 member team to provide Y2K solutions to MCI WorldCom – a \$8MM project.
- Vast "code clean-up" project for MCI to help improve maintainability and quality standards
- Enhanced the online helpdesk system and also developed online collaboration tools for projects

Tools & Technologies used: ASP, VBScript, VB, SQL, Windows NT, HTML, JavaScript, DHTML, SQL, PL/SQL, Oracle, Photoshop, IBM Mainframe MVS, JCL, CICS, COBOL

Gateway Infosys (Mumbai, India)
Software Programmer

Nov' 97 - Apr' 98

- Assisted in feasibility study and system requirements study of an automation project for Indian Petrochemicals Ltd. – a government of India undertaking.
- Participated in design and development of 20+ user screens in Finance Module of the application using D2K-Forms 4.5
- Developed a web-based help interface and online project document repository.

Tools & Technologies used: Oracle, D2K, Forms 4.5, SQL, Windows NT, HTML.

EDUCATION & CERTIFICATIONS

- **Certified Scrum Master**
- **MBA - Rocky Mountain College – 2004**
- **BSEE – Rocky Mountain College – 1997**