

PROFESSIONAL EXPERIENCE

Abacus360 Solutions LLC

Mar 2008 - Present

IT Consultant/Senior Business Analyst/Independent

- Work with small and medium size business (SMB) stakeholders and users;
- Provide SMBs with IT systems administrative and consulting support.
- Facilitate SMB system oversight and analysis of requirements;
- Provide IT governance, vendor solicitation/collaboration as SMB subject matter
- Conduct cross-functional JRP, JAD, & RAD required sessions
- Write Business Functional and Technical Requirements documents
- Collaborate on cross-functional teams to facilitate support of tasks and projects
- Elaborate and consult on project scope, risk, costs, benefits, BRD, TRD, development, and testing
- Facilitates tasks and projects through unit, user acceptance, and system integration, as required.

Payless ShoeSource International

June 2014 – August 2014

Senior Business Analyst (Consultant)

- Analyzed Ecuadorian 'Electronic Invoicing' requirements to comply with EU directives
- Translated Ecuador's IRS (SRI) legislations and EU compliance specifications
- Wrote Business Requirements Document and Project Scope Statement (PSS)
- Deliver framework of the Functional Requirements to international cross-functional project team
- Collaborated in identifying a third party Service Provider to deliver the requirements

IBM IT Global Support Team (Sprint)

July 2012 – March 2014

Senior Business Support Analyst (Consultant)

- SME for the Retail Management System (RMS) in Waterfall, Agile, and SCRUM environment
- Wrote Functional Design Specs (FDS) and 1st Draft Technical Design Specs (TDS)
- Analyzed, collaborated, and supported Retail MS Production issues for IBM global team.
- Facilitated Developers and QA testing on release trains
- Collaborated in identifying, evaluating, and writing User Acceptance Test Cases across all release trains

Geeks Now Corporation

March 2008 – June 2012

Enterprise Architect/Owner/IT Consultant

- Founded a computer service support business , 3 locations, and a over 4000 residential and business customer base
- Sub-contract Enterprise Architect (EA) for ATT Global business and VoIP architectures via Well Fleet and Pinnacle

Enterprise Architect- sub-contract (Remote) Well Fleet-Pinnacle for ATT

October 2009 – October 2010

- Enterprise Solution Architect on AT&T architecture solution group
- Analyzed, identified, and wrote the impact assessments (IA) for the design, deployment, and support for global network architecture for global automation group projects.
- Analyzed legacy architecture artifacts and delivered the project scope document (PSD)
- Member of virtual project teams working with stakeholders, users, developers & QA.

Enterprise Architect – sub contract (Remote) Well Fleet-Pinnacle for ATT

June 2007 – February 2008

- Enterprise Solution Architect on AT&T architecture solution group
- Analyzed, identified, and wrote the impact assessments (IA) for the design, deployment, and support for global network architecture for global automation group projects.
- Analyzed legacy architecture artifacts and delivered the project scope document (PSD)
- Member of virtual project teams working with stakeholders, users, developers & QA.

BusinessEdge Solutions (Sprint-Nextel)

April 2006 – May 2007

Senior Business Analyst/ Enterprise Architect/IT Consultant

- Performed Market Basket Study for Sprint-Nextel and Sprint Long Distance C-Level for divestiture.
- Facilitated Enterprise Architecture billing system consolidation and conversion for Sprint-Nextel merger
- Researched and created EA's Project Scorecard for the Director of EA at Sprint-Nextel

TransGuard Insurance/NAIT

April 2005 – April 2006

Senior Business Analyst/IT Consultant

- Write BRD and TRD to support casualty / liability / claims business domains
- Facilitate Developers and QA Testers on delivery and maintenance of Stakeholder's and User requirements
- Assured casualty / liability / claims insurance processes remained SAR compliant
- Elaborated and consulted on project scope, risk, costs, benefits, BRD, TRD, development, and testing
- Facilitated tasks and projects through unit, user acceptance, and system integration, as required.

Harmonicus International Corporation

October 2003 – April 2005

IT Consultant/Owner

- Founder and support for business in Overland Park, Kansas, USA and Kochi, Kerala, India of start-up business, seeking venture capital to develop virtual practice management system.
- Wrote Business and Marketing Plans
- Specified Sales and Marketing Processes to identify key strategies, better qualify global outsourcing market niche.
- Provided corporate IT leadership, strategic analysis, direction, coordination, and consultation.

Blue River Technology Inc./Harmonicus International Inc.

September 2000 – September 2003

Senior IT Consultant/Founder-Owner

- Gather and respond to RFPs to document strategic web requirements for medium to small business projects.
- Led teams in business process analysis (current state), business process modeling (future state) and system design, and or modifications, and implementation of stake holder's e-business solution.
- Facilitate stakeholder requirements gathering and analysis using BPM, JRP and JAD.
- Document and communicate requirements using Word, Visio, Acrobat, and PowerPoint.
- Perform data modeling, web design, development, and implementation.

Cerner Corporation

October 2001 – December 2001

Data Analyst

- Facilitated Data Analysis Workshops in phase one of enterprise CRM Project to capture data requirements.
- Communicated and coordinated with stake holders to analyze business process, model the business processes, and derive CRM data requirements.
- Analyzed, modeled, and documented future data requirements for CRM DB

Sprint PCS

April 2001 – June 2001

Senior Business Analyst

- Conducted business process analysis to model system compliance to first phase WLNP mandates
- Elicited business processes from stakeholders to elicit and analyze data requirements impacted by conversion targeted for integration via IBM MQ architecture into oracle DW.
- Documented BPM to detail functional impacts

Sprint PCS

September 2000 – March 2001

Senior Business Analyst

Researched ETL tools to recommend for data conversion project. Facilitated business process and data impact sessions with stakeholders and vendors to elicit and document impact analysis. Facilitate stakeholder and vendor sessions, as well as technical and functional tactical reviews.

- Captured documentation of business process models and technical specs
- Analyzed data conversion process and testing requirements: using traceability matrix, detailed test criteria, and acceptance criteria for IT sub-system, product testing and end-to-end system testing.
- Collaborated on project plans in MS Project to track project tasks and report progress.
- Trained on Informatica PowerCenter and PowerMart and received certification

H & R Block

March 1999 – August 2000

Senior Business Analyst/Workshop Facilitator

- Facilitated financial information network (FIN) automation;
- Elicited and elaborated on current business processes, to analyze and model data migration
- Analyzed project cost benefits
- Wrote Business Functional and Technical requirements Documents
- Facilitated plans for financial data transfer and QA testing effecting over 5,000 nationwide field offices to WHQ
- Research BI tools, such as Actuate and Microstrategy to support data conversion and storage
- Collaborated on FIN requirements to interface with an enterprise Data Warehouse
- Facilitated Developers coding and QA testing of FIN
- Collaborated on Software Engineering Process Group (SEPG) initiation of CMM Level methods/tools

CIBER Inc.

June 1995 – March 1999

IT Consultant

- Facilitated requirements gathering from stakeholders
- Analyzed and prototyped Help Desk migrations for several Sprint Long Distant and Local business domains
- Documented project scope, risk, and cost for integrating customer support help desks from different domains
- Delivered senior management level reports to solicit high-level support.
- Facilitated unit and end-to-end user acceptance testing.
- Estimated, evaluated and tracked project financing/hours
- Led a cross-functional team for first ESN expansion project at Sprint Mobile's PMO

EDUCATION: Bachelor Business Administration, with a Minor in Management Information Systems (MIS)

CERTIFICATION: Scrum Master Certified (SMC)/[Scrum Study](#); Advanced Workshop Facilitator/[M.G. Rush](#); Small Group Leader and Trainer/US [Army Sergeant Major Academy \(USASMA\)](#); and Information Engineering – [James Martin Institute](#)