

Business Systems Analyst / Project Manager

Business Systems Analyst with ten years' experience seeking positions in the Dallas area. Experience includes design, deployment and administration of Microsoft SharePoint, Sage SalesLogix CRM, Ceridian HR, Ektron content management, and MKS Integrity Request for Change (RFC)/HelpDesk workflow management. Additional projects include Accounting System Integrations, custom financial modeling tools, web applications and SQL Server Reporting Services (SSRS); practiced in standard SDLC and Agile.

Key Skill Summary

- Business Systems Analysis
- Project Management
- Business Application Administration
- Technical Development & Training Documentation
- Information Systems Testing & Implementation
- Report Development and Analysis
- Requirements Gathering, Process Design, and System Documentation

Technical Skill Summary

- Computer Systems / Application Management
- Application Design, Configuration and Implementation
- Languages: SQL, HTML, ASP.NET, CSS, VB
- JBoss, IIS
- Microsoft Office Suite (MS Visio and Project)
- Purchased Applications: SQL Navigator, Visual Studio, StarTeam, Clarify, Remedy, Epicor Clientele, MKS Integrity, Sage SalesLogix, Markit Wall Street Office, Interwoven iManage, SQL Server Management Studio
- Knowledge of Java, C++, UNIX

Professional Experience

ORIX USA

Business Systems Analyst

November '04 – present

Dallas, TX

- Primary IT liaison to ORIX Finance group, though responsibilities span multiple businesses and teams (ORIX Finance manages a portfolio of high-yield bonds, leveraged loans and publicly traded securities)
- Created business case, selected and deployed CRM system allowing for centralized contact and interaction management leading to deal pipeline and data warehousing metrics used for senior MD&A. Authored materials and conducted all user training
- Lead analyst and administrator for corporate implementation of Microsoft SharePoint allowing for decommissioning of obsolete document management system
- Administrator and Developer for workflow management application, MKS Integrity, used to comply with audit requirements for Request for Change (RFC) and Help Desk ticketing

- Administrator and Developer for Ceridian Self Service HR/Benefits application
- Administrator and Developer for ORIX.com using Ektron content management software
- Lead analyst for an integrated web application used to identify and prevent legal/business conflicts of interest between internal and sister company deals
- Implemented an Accounting Information System allowing for automated journal entry creation for upload to General Ledger
- Managed a financial modeling custom Excel Add-In integration for sister company in another state. Integrated solution processes and deployed worldwide; used to standardize financial valuation and opinion data
- Administrator for Markit WSO asset management software and Developer for operations/accounting reporting (proprietary reporting language)
- Interviewed business users to determine technical and business needs. Managed development teams, deployment and management of custom web applications, portals, and reports.

XO Communications (formerly Allegiance Telecom, Inc.)

July '01 – November '04

System Support Analyst

Plano, TX

- Supported 40 + applications allowing for daily operations including order management, order installation, financial and operations reporting, and commission payments
- Lead analyst for commission system enhancements
- Lead role in troubleshooting errors pertaining to in-house, developed systems
- Served as liaison between clients and development team
- Tested and approved applications used for various process automation prior to production release

Elite Software Development, Inc.

May '00 – Oct '00 (Internship)

Office Technician/Application Support and Documentation

Bryan, TX

- Created and Revised user manuals for distribution with company developed software
- End-User Software support
- Inner-Office technical support (hardware and software)

Education

University of Texas at Dallas

2006

MBA

Richardson, TX

Texas A&M University

2001

BBA, Management Information Systems

College Station, TX

Certifications

SalesLogix Administrator

Ceridian Fundamentals, Reporting, and HR/Benefits Administration