

SR BUSINESS SYSTEMS ANALYST

Career Overview

Motivated and customer-oriented Systems Analyst with strong Analytical and technical skills.

Qualifications

- Strong analytical skills
- Project management
- Strong collaborative skills
- Document management
- Problem analysis and resolution
- Test planning and execution
- Requirements gathering
- Systems development
- Systems implementation
- Systems integration

Technical Skills

- PeopleSoft HCM & Portal, PeopleTools, PeopleSoft Query
- SQL, Oracle, Microsoft SQL Server
- SharePoint, Windows NT, Windows 2003, Terminal Server
- MS Office - Excel, Word, PowerPoint, Project, Publisher, Visio and Access
- Rational Tool (SDT, RQM, Clear Case) , Document Management Systems(PDM & Documentum)
- Kronos Workforce Central (WFC), Kronos Connect, ADP

Work Experience

SR BUSINESS SYSTEMS ANALYST 12/2004 to Current Company Name City , State

- Working with several large applications like PeopleSoft(7.5, 8.3 and 8.9 versions), Kronos, ADP PCPW (v.4 and v.5), Nextrak
- Working with several relational database applications
- Providing Support to specified customer base for HR IS applications in a timely, courteous and professional manner.
- Interacting with interfacing applications for ADP and PeopleSoft
- Working with business owners to elicit, define and maintain business requirements and transforming them into technical solutions.
- Responsible for developing and execution of test plans to ensure customer requirements are being met.
- Facilitating the resolution of large, complex production system problems by performing initial triage for severity and business impact of application failures.
- Acting as a liaison for HRIS application owners/Centers of excellence and Vendor managing these applications.
- Responsible for coordinating and overseeing implementation of various solutions for system change requests and defects in accordance to the vendor change request process.
- Partnered and consulted with HR COEs and BPO to complete the change control process and presented business requirements for approval. Also reviewed technical specifications to ensure all requirements submitted were being met.
- Ensuring that SLAs and Quality Compliance across all applicable applications.
- Responsible for identifying and review of downstream impacts across ongoing BSC initiatives.
- Supporting security processes and policies for BSC i.e. data privacy, SOX, Audit etc..
- Acting as an Internal Liaison for interfacing applications.
- Leading department small to medium projects in accordance to the guidelines of the Global System Methodology(GSM) standards.
- Prepared and presented project status updates to various stake holder including core team members and project leadership or sponsors.
- Communicates user requirements to development teams.
- Data Analysis and reporting
- HRIS lead for several acquisition project including requirements gathering and integration into core HRIS systems. In addition provided support to interfacing application to ensure their integration was successful too. Partnered with IS and HR to develop and enhance tools that are being leveraged in future acquisitions.
- Mentoring/Coaching other Analysts to enhance team performance and ensure success in projects and areas of support.

BUSINESS SYSTEMS ANALYST I/II 01/2003 to 12/2004 Company Name City , State

- Lead BA for the ADP, Kronos and Nextrak applications.
- Provided technical support for several de-centralized ADP Applications and Databases.
- Responsible for Level I and II technical issues
- Responsible for escalation and issue management with the ADP and Payroll Vendors.
- Tracked and monitored problems to insure a timely resolution.
- Prepared and maintained documentation pertaining to Systems operation and user documentation.
- Identifies, researches and resolves areas of improvement by working with the users, operations and development team.
- Involved in various projects of Application development and events from kickoff to product going live.

HRIS CUSTOMER SERVICE SPECIALIST/ HRIS SPECIALIST 01/2001 to 01/2003 Company Name City , State

- Responsible for the delivery of technical and functional HR, Payroll and intranet applications support and services to the BSC internal customers i.e. PeopleSoft, ADP, Webhire, Kronos, etc.
- Tracked and monitored problems to the Support Center to insure a timely resolution.
- Prepared and maintained documentation pertaining to Systems operation and user documentation.

- Identified, researched and resolved areas of improvement by working with the users, operations and development team
- Involved in various projects of Application development and events from kickoff to product going live.

EDI COORDINATOR 09/1999 to 01/2001 Company Name City , State

- Established and furthered Trading Partner relationships with customers, third party networks and other business units by working with them to implement and expand EDI.
- Identified and resolved day-to-day system/interface issues which impacted customer satisfaction.
- Performed EDI Project Management.
- Identified and implemented process improvement efforts within the EDI structure and customer order management, including system interface and process improvements.
- Provided technical and procedure resources developing new EDI transactions, customer reporting and performance measurements.
- Responsible for the review and analysis of the implementation guides both from Boston Scientific and the customers.
- Prepared documentation to support Trading Partner mapping, implementation and audit purposes.
- Responsible for the research and maintenance of the database structure, common business practices and operational procedures to identify areas of potential EDI system incompatibility.

CUSTOMER SERVICE REPRESENTATIVE 11/1998 to 09/1999 Company Name City , State

- Interfaced with customers, company sales staff, and via telephone and electronic media to process customer orders and handled a variety of pre-sales or post sales service functions.
- Responded to requests for company product information and referred sales leads to sales staff.
- Resolved customer problems and answered inquiries by calling within the organization to related departments.
- Responsible for setting up orders for special product lines for customers and sales groups.
- Trained and coached new hires in the customer service department

CALL RECEIVER/CUSTOMER SERVICE 01/1998 to 11/1998 Company Name City , State

- Handled emergency road service requests, courteously and completely complying with AAA's Five Diamond Service Standards.
- Resolved and handled problem calls using AAA's Five Diamond Advanced Plus Service Standards.
- Assisted members with after hour trip route requests and travel information.
- Recommended additional AAA products and services with increased sales to the southern New England area.
- Operate computer to enter customer inquiries and correct data when needed using Windows 95.
- Assist the supervisor with training new employees in customer service department.

Education and Training

Bachelor of Science : Management Information Systems 2000 Northeastern University City , State , USA

Associate of Science : Computer Scientific 1998 Quincy College City , State