

Key Tips and Guidelines for Creating a Compelling Business/System Analyst Resume

Please refer to the sample resume on the following pages of this document.

- 1 Include **all your personal contact information** including cell, e-mail and linkedin.com profile.
- 2 Create a section listing your **Core Professional Competencies** and **summary of experience**.
- 3 Make sure you list the **types of methodologies** (i.e. Agile or Rup) **and/or processes** (i.e. Six Sigma or BPR) you worked on.
- 4 **If you're a project manager**, list the scope of the project, the budget, how many resources you matrix managed, etc. Also list any tools you used to manage the project (i.e. MS Project).
- 5 **If you're a BA**, note that you gathered requirements, documented process flows, etc. Also, list any tools you used to manage requirements (i.e. Caliber RM, DOORS, etc.) and/or used to document Process Flows (i.e. Visio).
- 6 In the experience section of your resume, **list your experience in reverse chronological order** (i.e. starting with the most recent job). Under each position, identify your employer and the work you did for this job. **Be specific** about your role in the projects. Make sure you **include the main technology types** of groups/projects you managed. The potential employer won't expect you to be a hands-on techie in that technology, but if you managed that type of project and you will be managing the same type of group in your next position, you will have an advantage over other potential candidates because you can hit the ground running. **If you did hands-on technical work in different projects, mention it.** This will show employers that they may be able to hire two candidates in one - the techie and the manager.
- 7 Make sure you **specify which positions were contract**. These positions are typically shorter than permanent positions, and this will explain why you were in the position for a shorter time.
- 8 Include all **your education, certifications, and training**.
- 9 If you are involved in **User Groups or Professional organizations**, list them. This will highlight your industry expertise in different areas.
- 10 If you have been in the industry for many years, but only want to highlight your relevant management career, then include a **summary statement** at the end of your experience section highlighting what you did prior to getting into management.

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ABIGAIL ANALYST

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analyst.abigail@gmail.com; <http://www.linkedin.com/abigailanalyst>**Business/System Analyst***Project disciplines include insurance, healthcare, financial, aerospace, manufacturing, hospitality, automotive, and telecommunications***OVERVIEW**

Results-oriented professional with experience gathering user requirements and converting them into system specifications throughout the full software development life cycle projects. Excellent analytical and problem solving skills along with current technology experience.

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AREAS OF EFFECTIVENESS

Portal Implementation	UML & RUP Use Case Analysis	Financial Reporting/Analysis
Work Flow & Gap Analysis	Requirements And Elicitation	Data Conversion & Mapping
Strong Analytical Skills	Business Process Reengineering	Full SDLC Experience

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TECHNICAL SUMMARY

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Methodologies: Object oriented analysis & design, Unified Modeling Language (UML) Rational Unified Process (RUP), ISO-9000, TQM, and Yourdan

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Languages: ASP.Net, Java Script, Notes Script, HTML, COBOL, SQL, ACUCOBOL, C#

Application software: Rational Requisite Pro, MS Word, Excel, PowerPoint, Project, Visio, TSO/ISPF, Peoplesoft, Plumtree, SharePoint, Aqualogic

DataBases-Middleware: DB2, IMS/DC, CICS, VSAM, Oracle, Lotus Notes, Windows, IIS, MS Access

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PROFESSIONAL HISTORY**Contractor - Company 1****06/17/06 – 06/30/08***Business Analyst*

- Gathered and wrote requirement documents to create employee enterprise portal.
- Conducted several business process re-engineering dialogues (AS IS / TO BE) with Human Resources to incorporate their employee hiring process into the portal.
- Wrote requirements to integrate Live Link Content Management System, Active Directory and provide single sign on capabilities.
- Wrote portal governance, portal communities and business readiness, and technical documents which were used to determine priorities and complexity of portal features.
- Served as SharePoint portal administrator for group portal projects.
- Wrote requirements for redesign of Total Resource Auction and Specialty Auction Websites.
- Wrote business process management flow that documented how auction sites order new hardware and software from the corporate technology organization.

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Contractor - Company 2**08/03/05 – 04/21/06***Business Analyst*

- Performed due diligence effort to research the feasibility of developing an Internet interface between company owned hotels and their PeopleSoft application by facilitating user meetings across multiple company disciplines.

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PROFESSIONAL HISTORY

Contractor - Company 2 Continued

Business Analyst

- Wrote a Business Vision Document that defined current systems and procedures, alternatives, risks and recommendations to continue with a web-based interface.
- Gathered business requirements and wrote Logical Design Document that included system integration diagrams, use cases, wire frame diagrams and test plan methodology for integrating 2 stand alone financial systems into a web based application.
- Prepared high level project plan that included major milestone tasks along with time and cost information

Contractor - Company 3

04/15/05 – 07/15/05

Business Analyst

- Wrote use cases documents for merging two telecom company's call center Internet sales systems.
- Extracted business rules from business requirements and created rules repository.
- From JAD sessions reviews, wrote wire frames and program flow documents for Internet application.
- Developed data mapping matrix to identify gaps between 2 systems.

Contractor - Company 4

12/20/04 – 04/08/05

Systems Analyst

- Wrote system design specification documents and test cases for Home Depot Water Heater ACUCOBOL System.
- Designed strategy to recover lost source code for Wallpaper/Blinds/Water heater system.
- Identified new backup/recovery procedures and tool sets to improve application system support.
- Advised senior management on documentation that would be necessary to transfer support of system to Austin, Texas.

Contractor - Company 5

08/15/02 – 09/03/04

Business Analyst/QA/Programmer

- Utilizing RequisitePro and the Rational Unified Process wrote use case and use case realization documents for State of Georgia education HR, Payroll and Accounting systems.
- Using Visio, Documented business and system objects for new teacher leave management system.
- Developed proof of concept document for creating an interface between HTML and COBOL utilizing CGI.
- Advised client on C#, ASP.NET and COBOL migration strategies.
- Facilitated JAD sessions to develop prototype system for conversion to ASP.NET architecture
- Develop test cases and test plans for payroll and accounting systems.
- Maintained Georgia Department of Education payroll and fund accounting ACUCOBOL legacy system.

Contractor - Company 6

08/01/00 – 04/05/02

Business Analyst/Project Manager

- Prepared software costs and benefits analysis for HIPAA claims and payments to enable customer to complete their return on investment documentation.
- Estimated hardware and software costs for system and regression testing.
- Documented a "data scrapping" design that would process as transactions entered the system allowing summary data and automated queries to support management queries.
- Designed central managed role based security system.

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PROFESSIONAL HISTORY

Permanent Employee - Company 7

04/17/83 – 08/01/00

Business/Systems Analyst (Data Center)

- Designed and wrote functional specifications for a Lotus Notes trouble tracking workflow system that transformed Oracle relational data into Notes documents using ODBC and script language. The project automated the call center trouble tickets into a management workflow environment and was projected to reduce annual costs by 1 million dollars.
- Analyzed the current business process of manually creating management metric and dashboard reports. Created system design documents, programming specifications and develop a system replacing manual Microsoft Access and Excel Software with Microsoft Query/SQL as an interface between Oracle and Excel.

Business Analyst (Corporate Tax)

- Gathered the corporate tax policy requirements for 86 different billing systems across MVS and UNIX environments. (In 1995, 39 billion dollars were passed to the tax system and 990 million dollars of federal, state and local taxes were calculated)
- Reduced system redundancy in software and tax rate tables that reduced operating expenses by 35%.

Business Analyst/Project Manager (Billing)

- Analyzed requirements for financial billing functions for AT&T business and consumer customers.

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EDUCATION & CREDENTIALS

B.S., Computer Science (minor: Mathematics) – University of Atlanta

Certificate in IT – Electronic Computer Programming Institute

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