

# SAM SMITH

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## EXPERIENCED FUNCTIONAL/BUSINESS ANALYST

Project & Program Management/Systems & Process Optimization/Customer Operations & Support

### PROFESSIONAL PROFILE

An adaptable, results-driven, and customer-focused Business Analyst with comprehensive process innovation, systems integration, and project management experience. Quick learner with an ability to rapidly achieve organizational integration, assimilate job requirements, and employ new ideas, concepts, methods, and technologies. Effective leader, team-builder, and group facilitator accustomed to working under fast-paced, high-volume, time-sensitive conditions and directing multiple responsibilities/projects simultaneously. Recognized for ability to forge profitable and productive business relationships, implement successful strategic and operational initiatives, and consistently meet and exceed key performance objectives. Exceptional interpersonal, analytical, quantitative, problem-solving, and decision-making skills. Strong written, oral, and technical aptitude.

### CORE COMPETENCIES

- *Business/Systems Integration*
- *Customer Operations/Support*
- *IT Strategy/Tactical Planning*
- *Instructional Design & Delivery*
- *Quality Assurance Standards*
- *Project/Team Management*
- *End-User Training/Assistance*
- *Data/Requirements Gathering*
- *Needs Assessments & Analysis*
- *Business Process Management*
- *Program Planning & Deployment*
- *Process Innovation/Optimization*
- *System/Software Implementation*
- *Policy & Procedure Development*
- *Configuration/Validation/Testing*

### EDUCATION

**Currently Pursuing a Master of Business Administration in Management**  
Strayer University, Washington, DC; Projected Graduation Date: May 2012

**Bachelor of Arts in Communications**  
Howard University, Washington, DC; Graduated: May 2002

### DESIGNATIONS

- Certified Targeted Selection Interviewer

### TECHNICAL ADDENDUM/SOFTWARE KNOWLEDGE

- SAP® R/3 (PP, PQ, M/AM, M/AMC, Workflow and FI Components) ▪ Windows 2000/XP/Vista
- Microsoft Office Suite: Excel, Word, PowerPoint, Visio, Project, and Outlook ▪ Lotus Notes
- Yurbi ▪ SharePoint ▪ Demand Desk Admin ▪ Oracle Admin ▪ PeopleSoft Admin ▪ Solbright/Ad Suite

### PROFESSIONAL EXPERIENCE

**ABC Company** Any Town, USA Nov. 2004 - Present  
*Business Analyst, PMO - Finance & Administration (Feb. 2011 - Present)*

Transformed project requirements into working architecture and translated business initiatives into technical solutions for a diversified education and Media Company, and leading source of national, world, and D.C. area news.

- Collaborated with technical and non-technical business partners and leaders to drive company initiatives; evaluated information gathered through workshops, business process documentation, and task analysis.
- Worked in tandem with business end users to determine new system requirements; translated customers' business process management and business requirements to specific software requirements.
- Prepared project scope and concept documentation to submit to project sponsors and business owners for approval/signoff.
- Prepared requirements documentation, functional design, and use cases.
- Developed test plans, coordinated testing efforts with business, and documented testing results; developed implementation plans and worked with business units throughout the software implementation process.
- Properly documented, managed, and deployed finance projects following PMO methodology.
- Established project/team goals; aligned and tracked performance.
- Conducted ongoing assessments of the business and IT team; effectively allocated resources to meet agreed upon objectives, schedules, and budgets at the highest level of quality and service.
- Effectively communicated with internal teams and external clients to deliver functional requirements; acted as an interface between business units and technology and support teams.

## PROFESSIONAL EXPERIENCE (CONTINUED)

**Selected Accomplishments:**

- Successfully managed and motivated teams to produce quality materials within tight timeframes.

**Collections Supervisor - Revenue Accounting (Oct. 2008 - Jan. 2011)**

- Spearheaded the daily operations of a collections team of twelve (12) including the prepayment team and collections unit staff; monitored workflow, maintaining strict adherence to established deadlines and quality control standards.
- Identified, recommended, developed, and implemented processes and techniques that improved daily operations and customer service proficiencies.
- Provided technical oversight of daily unit operations; provided direction, oversight, and resolution to SAP system issues, workflow, escalated customer problems, compliance, and quality control.
- Trained and coached new and existing team members; provided ongoing direction, leadership, and support.
- Monitored the unit's phone gate system to ensure proper levels of staffing and phone coverage.
- Reviewed and analyzed requests referred to the Collections Manager for signature and decision to ensure accurate presentation of facts.
- Conducted weekly and monthly aging reviews of accounts with team members.
- Furnished internal and external reports; improved the usefulness and efficiency of reporting protocols.
- Created unit performance metric reports.
- Built and maintained strong working relationship with Sales, Service, Accounting, Marketing, and IT partners.
- Analyzed the potential for continuous business process improvement.

**Selected Accomplishments:**

- Consistently met aggressive customer satisfaction and financial performance goals.
- Significantly reduced DSO by 30% in three (3) months.
- Identified creative ways to help the department over-come inertia, company politics, and resistance to change.

**Digital Integration - Special Project (Jun. 2009 - Mar. 2010)**

- Established and created new processes for the Digital Revenue Accounting Billing Team; implemented policies and procedures encompassing the handling, resolution, and escalation of digital billing issues.
- Facilitated discovery and knowledge transfer sessions with team members.
- Researched and reconciled accounts with outstanding balances to determine collectability; determined action for potential balance write offs and third party collections referrals.
- Instituted an audit/review process for top dollar accounts; provided status reports to the Revenue Director and Vice President on top dollar accounts with billing issues and created new tools and templates for team members to save time, improve productivity, track work, and process work requests.
- Employed rules regarding work turnaround, requests, follow up, and deadlines to manage expectations.

**Advertising Specialist/Subject Matter Expert - Advertising Service (Oct. 2007 - Sept. 2008)**

- Analyzed advertising service business needs and structure; accurately identified business issues and proposed solutions.
- Elicited, evaluated, validated, and communicated requirements for changes to advertising business processes, policies, and advertising systems.
- Took on the role of Point of Contact for SAP production support on system issues, problems, and training; provided 1st tier application and technical support; handled user questions, diagnosed issues, and generated troubleshooting reports; involved the SAP/IT support team as appropriate.
- Liaised between Advertising Service Coordinators and other internal departments; acted as the department's trouble-shooter and connecting factor between Service Management, Service Coordinators, and Sales Account Managers.
- Interacted with various types of end-users to understand their usage of SAP; trained end-users and solved transactional problems as needed.
- Researched and resolved problems associated with system rating, ad production, and/or publication errors.
- Reported status and issues to Service, Sales, and Production Managers; tracked and validated system fixes and upgrades.
- Supported audit activities and assisted with SOX documentation.

**Selected Accomplishments:**

- Continually identified opportunities to improve SAP business processes and operations.

**PROFESSIONAL EXPERIENCE (CONTINUED)*****User Acceptance/Performance/Data Conversion Test Lead - Advertising Service (Mar. 2007 - Oct. 2007)***

- Planned, led, developed, and managed test team activities in preparation for SAP R/3 system implementation/go live; validated product fixes in preparation for go-live.
- Provided oversight and participated in performance testing preparation, execution, and automation.
- Evaluated business requirements and defined testing objectives and approaches; developed specification documents from business requirements and created, updated, and maintained testing standards/procedures.
- Created and executed test scripts and test conditions; entered test data, projected test plan outcomes, and recorded and tracked results.
- Designed and executed data conversion activities; managed and tracked defects through MQC until resolution.
- Worked with the application team; resolved all issues identified during testing.
- Provided timely status updates and testing-related reporting and metrics information; informed team members and project manager of progress, performance, and any issues potentially affecting the schedule, budget, or quality of the product or the testing process.
- Participated in the release control process; ensured compliance with business requirements.

***Additional ABC Company Experience:***

Senior Advertising Coordinator (June. 2006 - Mar. 2007)/Advertising Coordinator (Nov. 2004 - Jun. 2006)

**PROFESSIONAL DEVELOPMENT**

- Accelerate Course Certificate - Developing Use Cases
- Advance Interpersonal Communications
- Management Training for Employees with Direct Reports
- Promoting a Respectful Workplace for Managers

*Personal and Professional References Furnished Upon Request*