

Business Systems Analyst

Experienced and dedicated business systems analyst with expertise in leading development of technology-based solutions to resolve business needs in areas of marketing, sales, housing, contract management and finance. Expertise in utilizing strong interpersonal, analytic and communication skills with ability to effectively determine root cause, identify business requirements and elicit needs requirements. Reputation for defining functional and non-functional requirements, measurable success criteria for solutions and lead project teams in development of proposed solution(s).

Demonstrated Competencies

New Hampshire Housing and Finance Authority, Analyst/Senior Programmer

Identified security flaw in company check writing system allowing for disbursement files to be edited outside of controls. Researched, documented, proposed and implemented security measures that included secured directories and control hashtags embedded in batch files for verification. Resulting in 100% lock-down of check writing system and prevention of fraud or tampering.

Staples Inc., Senior Programmer/Analyst

Evaluated commercial install software for releasing version update to in house software development. Documented functionality, scope, and process flow for install program. Developed test data, plans and success criteria. Introduction of automated install process eradicated CRC errors, lost data due to program crashes and ensured all users ran correct version.

Progress Software Inc., Programmer, Trainer, Consultant

Collaborated with marketing department to lead conversion of printed marketing collateral to digital format, reducing costs of printing and distributing 300-page catalog by 80%. Efforts entailed prototyping and testing of proposed CD-ROM catalog and supporting application written to display value added reseller products to prospective clients.

Professional Experience

Edmunds Ace, Henniker, NH

2018 – 2020

Customer Service Analyst (Covid Layoff)

- Identified and resolved electrical and plumbing issues experienced by customers, presenting multiple solutions based on budget and customer proficiency.
- Mentored and demonstrated solutions to customers while documenting steps to be taken for successful implementation.

New Hampshire Housing Finance Authority, Bedford, NH

2013 - 2017

Analyst/Senior Programmer

- Led effort to rewrite software for outdated family self-sufficiency (FSS) program. Identified and documented areas of software to be modified or newly developed. Documented scope, functionality, and success criteria for solution providing software that matched current business rules reflecting accurate escrow account details.
- Analyzed complex yearly audit required by HUD and determined required metrics could be gathered, utilizing Business Intelligence tool, reducing time for researching data and completing audit by 84%.

Element Manufacturing, Nashua, NH

2007 - 2009

Webmaster

- Evaluated current company website for potential rewrite and content restructure. Developed storyboard and prototype to present, demonstrating visitor interaction and information flow.
- Processed and rendered marketing images to drive company branding and professional presence.

Hillsborough Ford, Inc., Hillsborough, NH

2003 - 2007

Internet Sales Manager

- Managed sales leads captured from internet sources including company determining customer needs and presenting product and financing solutions.
- Acted as in-house IT liaison, collaborated with outside software vendors during software upgrades and testing, documenting test results and determining success of endeavor before going into full production.

Entrepreneurial Experience

Carol-lu Farm.

2003 - 2017

Hillsborough, NH.

Owner/Operator

Successfully created and developed prosperous farm operation for local customers and restaurants in NH.

- Established relationship with local vendors, by taking advantage of WordPress development tools, designed and created business website ensuring brand prominently displayed.
- Tracked costs and priced farm products accordingly with in house application developed in MS Access.

Voluntary Experience

Knights of Columbus Council 19035, Hillsborough, NH

2020 - Current

Social Media Chairman

Consulted and led design, development and deployment of website to increase council internet and social presence. Utilizing Google Analytics evaluated and presented to council visitor traffic, behavior flow and acquisition metrics.

Education and Certifications

BS, Business Administration Concentration in Computer Science, UNIVERSITY OF LOWELL, Lowell MA

Scrum Fundamentals Certified, ID 810522 – VMedu Inc.

CBAP certification courses, NEW HORIZONS LEARNING CENTER – Nashua, NH

Soft Skills Training, Business Analysis Essentials, Scrum Fundamentals, Managing and Communicating Requirements for Projects, Eliciting and Writing Effective Requirements, Strategic Business Analysis, Understanding Root Cause Analysis

Technical Skills Inventory

Diver Business Intelligence Modeling by Dimensional Insight, Windows, Linux OS
MS Office Products, Python 3, Progress ABL

Awards and Recognition

Letter of recognition for AS/400 RISC upgrade initiative, Staples Inc.
Praise Award, Progress Software