

FNAME LNAME

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IT BUSINESS ANALYST

Project Management ✧ *Information Technology* ✧ *Business Processes*

Accomplished Business Analyst with extensive experience in Project Management, Leadership, Communications, Team Building, Business Processes and Management Training. A seasoned professional, poised to contribute a unique blend of skills in Project Planning, and Business Process reengineering. Possesses a unique ability to operationalize strategic visions and shape IT performance and responsiveness to user needs. Skilled communicator with experience collaborating with cross-functional teams, through all project phases. Highly skilled in web, client-server and mainframe development. Fluent in English, Mandarin and Cantonese.

EDUCATION

Bachelor of Science, Business Management, 2005, University Of Phoenix, Los Angeles, California
Bachelor of Science, Information Technology, 2002, University Of Phoenix, Los Angeles, California

Associate of Arts, Business Administration
Associate of Arts, Computer Data Processing and Business Data Processing Certificate
East Los Angeles College, Los Angeles, California

CAREER HIGHLIGHTS

- ✓ Honored with *Above and Beyond the Call of Duty* award by Target Financial and the American Management Association for the design, development and launch of a radically improved web interface.
- ✓ Recognized with the *Achieving Professional Excellence: Above & Beyond* award from Kaiser Permanente for the development and implementation of a novel and highly effective Clinical Registration System within a four month time frame.
- ✓ Recognized by Kaiser Permanente for the development and implementation of a Uniform Patient Panel System for their national hospital base.

PROFESSIONAL EXPERIENCE

Eye Associates, San Diego, California

2007 – Present

HARDWARE / SOFTWARE CONSULTANT / OPHTHALMIC ASSISTANT

- ◆ Analyzed and recommended modifications to the clinic's software to resolve technical problems.
- ◆ Evaluated Electronic Medical Record software for ophthalmic specific needs.
- ◆ Secured updates to all clinical software; implemented changes as needed.
- ◆ Liaised with management and computer vendors to eliminate hardware problems.

Financial Corporation, Simi Valley, California

2005 – 2007

SENIOR BUSINESS SYSTEMS ANALYST

- ◆ Acted as intermediary between IT and the lending group to resolve bank compliance / lending issues.
- ◆ Prepared detailed functional specifications and business requirements for the lending group and prepared the documentation for the changes.
- ◆ Let the development team implementing system changes, impacting multiple systems; documented and trained personnel.
- ◆ Utilized systems analyst tools, data modeling and data analysis to support recommendations.

Lexus Motors Sales, Los Gatos, California

2003 – 2005

BUSINESS SYSTEMS ANALYST

- ◆ Reviewed current operating procedures and consulted with corporate users and dealerships to determine program objectives.
- ◆ Identified user requirements, business rules, sales performance indices, satisfaction indices and developed timetables for implementation of changes.

PROFESSIONAL EXPERIENCE (CONTINUED)

LEXUS MOTORS SALES (CONTINUED)

- ◆ Trained users and prepared business rules documentation for business partners. Validated all deliverables.
- ◆ Consolidated reporting for Toyota/Lexus/Scion sales and service; prepared statistical analyses.

Ford Motor Co., Cypress, California

2002 – 2003

BUSINESS ANALYST / WEB DEVELOPER

- ◆ Defined specifications and requirements for a system consisting of the mainframe, client-server and web interfaces.
- ◆ Designed, developed and implemented a comprehensive web-enabled automotive system for the Canadian market on a three month timeline. System served customers and over 360 dealers.

Financial, Inc., Encino, California

2000 – 2001

BUSINESS SYSTEMS ANALYST

- ◆ Defined business scope, identified potential areas of automation, estimated resource and work requirements and recommended effective strategies to meet business objectives.
- ◆ Created project plans, gathered system and data requirements and prepared documentation.
- ◆ Developed a real-time online healthcare application using PDF text editor tools. Government standards required that the application embedded in the PDF forms be created with XML using a standard DTD. The XML application was created in the XMLSpy editor.

Kaiser Permanente, Atlanta, Georgia

1997 – 2000

TECHNICAL DESIGN SPECIALIST / BUSINESS ANALYST / TEAM LEAD

- ◆ Analyzed, designed and implemented a comprehensive patient profile system.
- ◆ Set up system databases, interfaces and web-enabled applications. Reengineered all hospital backup procedures.

TECHNICAL SKILLS

SOFTWARE	SAS 8.1, ASP, XML, HTML, Visual Basic 6.0, Visual C++ 6.0, PowerPoint, Excel, Access, Microsoft Words, Visual Studio SDK, Attachmate 4.2 SDK, FOCUS, IEF/CoolGen, COBOL2, Windows 3.11, 95, Workstation NT, Oracle, SQL Server 2000, DB2, Dunn & Bradstreet, Code Plus Group One Software, Motiva and SeeBeyond products.
OPERATING SYSTEMS	Windows 98, 2000, NT, Client Server.
LANGUAGES	COBOL, JCL, SAS, VMF, Client Server, DB2 XML, XMLSpy, XML/DTD.
HARDWARE	IBM/ES9000 Model 832, IBM PS/2. Compaq 486, Pentium, DEC-VAX / VMS, UNIX SYSDATABASE, OS/2, Windows 95, Workstation NT.

OTHER TRAINING

American Academy of Ophthalmology, San Francisco, California
 Ophthalmic Medical Assisting - Academy-Sponsored Training and Educational Program
 Ophthalmic Medical Assisting Certificate, 2007

American Health Care Academy
 Adult, Child, Infant CPR/AED, 2009

Los Angeles County Superintendent of Schools, California
 Alhambra City Unified School District - L.V.N Training
 Alhambra City Unified School District - Nurse Assistance

CERTIFICATIONS

Multi-Line, Commercial Property, Commercial Casualty and Personal Line Insurance,
 HIAA Group Life and Health Insurance Parts A, B, C