

Business Analyst Skill Summary – Alan Hill

- 10+ years of experience in Business Systems Analysis and design in Manufacturing applications (2 years) - Q/A lab, Sales Force Automation, Video Conferencing
- Retail (7 Years) Data Center Operations, support for applications: dot com, ERP, Customer Ordering, In Home Delivery/Service, etc.
- Check printer (1 year) developing test plans to verify system programming; technical diagrams and reports for communication with upper management and team members

Typical Job Qualifications	Related Skills, Knowledge, Abilities
Documenting business requirements, functional and technical designs	10 plus years documenting applications, requirements, operational procedures, policies/procedures in Manufacturing, Retail and Check Printing
Drafting and executing test cases and scripts	1 year 8 months managing server test lab (load testing, regression testing, patch testing, etc) test cases and scripts, Best Buy.com. 3 years, 1 month developing test cases for application migrations, Accenture 1 year developing test plans, Deluxe
Project management and system development life cycle	5 years, 9 months at Best Buy Dot Com and Best Buy Data Center participating in a wide variety of agile, dynamic projects. Customer ordering, in home delivery, in store support, Internet / online ordering, in store order processing (Prodigy/MSN)
Query writing	8 years, 10 months developing a variety of operational reports from SQL, Oracle, and vendor proprietary (Ipro) databases
Translating business processes into requirements	7 years, 3 months creating process modeling diagrams, Kepner Tregoe, swim lanes, fishbone diagramming, facilitating JAD requirements meetings & interviews and designing business support processes. 1 year developing Data Flow diagrams and reports for communication with upper management and team members, Deluxe
Metrics	1 year, 8 months developing unified 'single sheet' dashboards for Best Buy Dot Com 7 years, 2 months custom metrics for Data Center performance reporting
Programming Capabilities	7 years, 2 months experience server-side scripting and server automation in HP OpenView HP-UX, Compaq Insight Manager, Windows Scripting Host, Excel, MS Systems Management Server (SMS). Extensive work creating SharePoint workflow applications for various departments at Best Buy. 1 year, 8 months code deployment at Best Buy.com using Interwoven content management and Microsoft Visual Source Safe
Applications	Visio, Excel, Pivot Tables, SharePoint, Video Studio Express, Remedy
Interpersonal	Presentations, Public Speaking, Meeting Facilitation, Business Consulting, Executive Advisor (CEO's, State Senators and Executive Directors), Served on Executive Boards of nonprofit and for profit enterprises, Certified Business Coach®, International Business Coach Institute