

JACK JEFFERSON
123 Any Street
Any City, State 55555

(213) 555-1234
Cellular/Messages: (213) 777-5678
e-mail: JackJefferson@earthlink.net

A proven business analyst with extensive experience in setting up sophisticated automated operations for back office operations and forensic accounting for one of the country's largest bankruptcies.

Expertise includes outstanding analytic, documentation, data analysis, requirements gathering, system analysis, modeling, communications and regulation compliance skills.

PROFESSIONAL EXPERIENCE

ABC Utilities, Inc., Los Angeles, California

2007-Present

Business Analyst

Serve as a core team member of a Customer Care and Billing (CCB) and Work and Asset Management (WAM) integration project, a comprehensive suite of Oracle software, to streamline corporate operations for a major utility services company with \$300 million in revenues with operations in Nevada, Utah, Illinois, Florida, California, Washington, Oregon, Montana and Iowa with 2,500 employees.

- Conduct requirements gathering with regulated and non-regulated utilities and service contract businesses. Interviewed subject matter experts (SME) for requirements gathering.
- Document current state and proposed future state processes using Visio.
- Develop questions to elicit requirements from a broad range of business users.
- Work closely with company Procurement Officer to create Purchasing and Inventory Business Process Requirements and propose process improvements.
- Delivered a PowerPoint proposal to project management, providing crucial information, regarding WAM Purchasing and Inventory capabilities and usefulness.
- Extensively use all WAM modules with focus on purchasing, inventory, work orders, service requests, preventative maintenance, and assets.
- Key participant in workshops to configure all Code Tables and Business Rules governing WAM functionality.
- Work with Oracle architects and other ABC business analysts to create solutions for WAM integration to both Oracle Financial and Customer Care and Billing.
- Perform gap analysis and solutioning using documented requirements.
- Developed and executed Unit and System test scripts in Excel and Word.

Smith & Smith Company, XYZ Loan Servicing, Houston, Texas

2003-2007

Default Business Analyst

Filled a newly created position in the Default and Collections Department to assist the company in building a proprietary .Net-based Customer Information System (CIS) for a major collection service of a Fortune 500 company.

- Developed Word and Visio documentation of SQL queries and Visual Basic Applications (VBA) in Access.
- Wrote user guides for seven principal collection letter generation applications used to train new employees.

JACK JEFFERSON

Page Two

Smith & Smith Company, XYZ Loan Servicing, Continued

- Documented functional requirements for stakeholders (future users) in the Default and Collections Department.
- Prepared business process models using Visio.
- Interviewed SMEs to elicit and define business requirements.
- Wrote SQL queries in a production database to assess fees for more than 400,000 client accounts.

XYZ Creditors Recovery, Inc., Houston, Texas

1997-2004

Project Manager

Worked in Litigation Discovery Support Department charged with custody and management of the entire document inventory for the XYZ Committee. Supported litigation discovery and efforts to discharge the company's remaining assets. In a number of reduction of force operations, was targeted by XYZ as a key employee for promotion and retention.

- Gathered business and legal requirements to assist development of a document management database.
- Audited Excel records to determine disposition of 9,000 disputed document boxes involved in the XYZ estate litigation.
- Took over a sensitive legal project that was behind schedule and redefined the mission, obtaining needed data from XYZ's IT department and brought the project to full completion eight months ahead of schedule.
- Resolved conflicting names in four proprietary databases, permitting the disposition of 175,000 document boxes two months ahead of schedule.
- Wrote SQL queries to analyze and report on project key performance indicators.
- Designed Excel data input forms for better control of complex project information.
- Created workflow diagrams with Visio.
- Trained eight project staff.

EDUCATION

University of Southern California, Los Angeles, California

Bachelor of Arts, Sociology

CERTIFICATION

Certified in Work and Asset Management, Oracle University

SKILLS

MS Office, Visio, Access
Oracle Work and Asset Management
SQL and VBA
Ability to produce effective written documentation
Comfortable communicating with all levels of an organization to gather needed information