
Senior Business Systems Analyst

Solutions-driven, experienced leader with 15+ year track record of success in identifying and delivering efficient business solutions in technically challenging environments

Detail-oriented and technically sophisticated professional with a solid history of effective business analyses including assessment of options, prototyping, feasibility studies, vision, product delivery, training, technical requirements documentation, process improvement strategies, production maintenance, and root cause analyses. Efficiently delivered new insights into situations, encouraged new ideas and innovations, and designed cutting-edge programs and processes. Articulate communicator and collaborator skilled in building and strengthening relationships across functions to drive cohesive, strategic operations.

Highlights of Expertise

- Business System Analyses
- Data Inquiry & Modelling
- Stakeholder Relationship Management
- Business Development
- Requirements Gathering
- Full Life Cycle Project Management
- Process Automation & Improvement
- Change Management
- Troubleshooting & Resolution
- User Acceptance Testing

Career Experience

Stanford Health Care, Palo Alto, CA

Oversee technical operations for the facilities infrastructure, safety and planning, design and construction departments with a keen focus on improving efficiency.

IT—BUSINESS SYSTEMS ANALYST, PROJECT MANAGER, PRODUCT OWNER (2019 to Present)

Develop and implement strategies to streamline platforms and data for the Stanford Healthcare, Lucille Packard Children's Hospital and Stanford University School of Medicine, as well as rationalize application suites and develop Workplace standards and policies.

- Led projects to implement Parking Business Intelligence and Enterprise Food Management systems.
- Delivered exceptional technical support by troubleshooting and developing new synchronizations as well as organized data that reduced user dependence on third party vendor by 80%.
- Identified and resolved keys gaps in processes and data integrity using Tableau and Splunk, and through streamlining code and procedures to simplify maintenance and increase visibility.
- Championed data as the System of Record for multiple HRMS (Lawson, Workday, PeopleSoft), FMS systems and led integration conversion from Lawson to Workday.

Charles Schwab & Co., Inc., San Francisco, CA

Earned two promotions following highly successful tenures to oversee all information systems and software development operations.

SENIOR MANAGER (2012 to 2017)

In dual role as a Sr. Manager and Software Application Engineer, executed IT/application development, migration, and maintenance while leading the Software Development Life Cycle (SDLC) for Security, Marketing and Real Estate clients. Served as a Product Manager for multiple applications suites including IBM Unica, Archibus, and Toolbox (Salesforce-like BPM/CRM app), Project Managing multiple IT projects, establishing timelines, identifying risks, and assigning resources for projects with budgets reaching \$4.5M. Recruited, trained, and evaluated project-based cross-functional teams of developers, technical architects, business systems analysts, system administrators, and offshore resources using Agile, Scrum, and Waterfall methodologies. Transformed system to SaaS, while negotiating six-figure contracts with AtTask (project management), Brandworkz (brand asset management), WebDAM (media hosting), and Virtual Premise (lease management) and conducted end-to-end installations and integrations.

- Created roadmap and completed a three-year IT migration for an acquired marketing asset by hiring and directing an IT staff of three to migrate 40 unsupported Mac OSX servers and 90 applications to high-availability Linux/Windows data center with development and preproduction environments supporting Linux, Apache, MySQL, PHP, Ruby designed for scalability.

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- Steered massive disaster recovery initiative by installing redundant technology to set up automatic failovers. Documented DR processes and executed 24-hour business continuity tests.
- Designed UI for home-grown Business Process Management (BPM) system saving \$500K+ on third-party tools and facilitating the work of thousands of employees, including vendor managers and mobile app developers, entirely overhauling the User Experience.
- Integrated over 25 third-party apps/databases with proprietary systems, and designed and securely routed data to web portals with dashboards and analytics for stakeholders, Workday, PeopleSoft Finance & HR, LDAP, Schwab.com, SFDC, Data Warehouse, Ariba Purchasing and other third-party tools.
- Reduced turnaround from five days to five hours and streamlined process by 98% through automating internal procedures, workflows, and integrating a series of tools.

SENIOR BUSINESS SYSTEMS ANALYST (2006 to 2012)

Delivered exceptional service and promoted to leadership role to take on high-impact, enterprise-level IT initiatives leading to greater transparency, simpler system maintenance, and enhanced performance. Managed projects from RFP to installation and training. Led small Marketing Technology and Real Estate Technology teams, grooming junior analysts into senior roles and training multi-level systems support teams in the US and abroad. Created a web application to facilitate reporting on space utilization, critical lease dates, and floor plans for Schwab's entire portfolio to facilitate branch relocations/restructurings. Executed security initiatives, such as instituting SSL, encrypting databases, and setting up tiered user access.

- Championed new standards and navigated the landscape of open source software, governance standards, information security, vendor management, legal and compliance, including implementation of GitHub as the new code repository.
- Powered enterprise-wide rollout of Resource Scheduler integrated with Outlook to manage the booking of 400 conference rooms amidst all of Schwab's 15,000 nationwide staff. Created reports bringing first-time big-picture insights to room usage, popularity, equipment, and availability.
- Directed multiple system upgrades of workspace/facility/lease management applications on Citrix VMware to monitor and report on 30,000 rooms, 350 buildings, and 600 leases across the country.
- Installed and upgraded Business Objects to act as an ETL for Oracle and SQL databases, transferring data to/from Compliance, Mail Center, Identity Management, and HR systems keeping them in sync and reducing errors.

*Additional Experience as **Business Systems Analyst** at Charles Schwab & Co (2001 to 2006).*

Education & Credentials

Bachelor of Music in Music Engineering Technology, University of Miami, Coral Gables, FL

Professional Development: Multimedia Certificate in Web Development & Digital Graphics Production

Technical proficiencies:

Databases: MS SQL, Oracle, MySQL, Teradata, MS Access, MongoDB

Systems/Web: Linux/Unix, Mac OSX, Windows, Apache HTTP, Apache Tomcat, Windows IIS

Applications: Archibus, Virtual Premise, Horizon, OneView, Resource Scheduler, iManage, MS Project, Microsoft Office, Word, Excel, Business Objects, AtTask, Salesforce, GitHub, Jira, Tableau, Adobe Photoshop, Illustrator, Visio, Remedy, ServiceNow, AutoCAD, Maximo

Languages/Tools: HTML, CSS, PHP, Bootstrap, jQuery, ASP, VB, PowerShell, JavaScript, JSON, MS Visual Studio, Git, TFS, Xcode, Objective-C, Swift, Python, SQL

Certifications: Salesforce Certified Administrator | Certified ScrumMaster (CSM) | Certified Scrum Product Owner (CSPO) | Advanced Certified Scrum Product Owner (A-CSPO)