**Joe Samuel**

**Senior Business Analyst**

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**Profile**

● Worked closely with project stakeholders, SME’s, and IT staff to understand the requirements and specifications for new applications along with enhancements to existing applications.

● Extensive experience with gathering requirements, data analysis and Testing.

● Working knowledge of Visual Studio, Azure, Team Foundation Server (TFS), PowerShell scripting, SQL, DB2, Java, C, C++, HTML, UNIX/Linux, Adobe Photoshop, and Database concepts.

● Experience with Windows 10, 8, 7, Vista, XP, MS Office, Networking, and SharePoint.

● Expert knowledge in CRM applications such as ITSM Remedy, Maximo, Service Center and Zoniac.

● Train, motivate, and supervise diverse team members.

**Experience**

**Simmons Bank** Fort Worth, TX 2018 – 2020

**IT Business Analyst – Integration System**

● Liaison between stakeholders, business users, developers and QA teams to gather requirements.

● Facilitated Joint Application Development (JAD) sessions to identify the business requirements and rules and then document them in a user story format that can be reviewed and understood by both business and technical team.

● Worked in an Agile/Scrum framework with two weeks sprint cycle which included backlog grooming, prioritizing, daily stand ups and retrospect meetings.

● Involved in multiple projects to deploy integrated applications to business users and customers.

● Configure Azure DevOps with active project to create and manage Epic, features and stories.

● Use SQL queries to compare and validate tables between DB2 and SQL tables.

● By using remote desktop, login to VMs to load, schedule tables and also manage import and export files to different intranets.

● Write PowerShell queries to create Azure object to be used in Integration Cloud.

● Develop Agile methodology documents based on interviews, diagrams, surveys and workflow analysis.

● Analyze all aspects of existing business practices and procedures.

● Communicate with stakeholders about common frustrations, hindrances and other issues that interrupt their workflow.

● Oversee the life cycle of changes to business systems (SDLC) and prepare detailed reports for executive management.

● Serve as a high-level support and administration of mostly in-house applications and some hosted application support.

● Prioritize day-to-day operations in order to better serve business needs.

● Analyzes infrastructure and business processes for improvement in efficiencies.

● Provides business units and management with enhancements to reporting capabilities from core applications and ancillary services as necessary.

● Coordinates installation of new releases and upgrades with Business Unit Managers, and IT Managers.

● Ensures that all departmental documents and activities are performed in compliance with applicable laws, regulations, policies and procedures as applicable to this position, including completion of required compliance training.

**State Farm** Richardson, TX 2015-2018

**Analyst**

● Receiving and reviewing claim information using ECS – Enterprise Claims System.

● Gathers factual data and explain coverage to customers and processes on liability, medical, Uninsured, physical damage coverages, and initiate auto processing for payments as appropriate.

● Applying claims settlement procedures to process claims, initiate claim payments, and close claim files.

● Communicating with customers and associates over the telephone and other communication channels.

● Working in a collaborative team environment to handle a large volume of claims and telephone calls.

● Using State Farm claims systems, LIT (Loss Intake Tool) and Knowledgebase to perform job duties.

● Communicate clearly, professionally, and empathetically using phone, email, and skype.

● Maintain quality work product and professionalism, even when work volume is high.

● Learn and manage changing computer systems and other technologies.

**Resource Informatics Group** Irving, TX 2012-2015

**Business Analyst/Client Manager**

● Listen and communicate my company's goals and represent the client's interests to on and off-shore team.

● Facilitate JAD sessions and interviews to gather business requirements and to discuss different critical success factors of the project like Operational Feasibility Analysis, Technical Feasibility Analysis and Cost Benefit Analysis.

● Analyze Solution approach and performed GAP Analysis to prioritize new requirements based on the business needs.

● Using Microsoft Visio, document process flow, document flow and Activity flow.

● Provide regular two-way communication between the client and team, to provide strong team representation and set proper client expectations.

● Generate detailed business requirements using discussions, document analysis, requirements workshops, business process descriptions, use case documentations, scenarios, business analysis, and workflow procedures while ensuring that the customer understands the final results of the project.

● Examine information gathered from multiple sources, reconcile conflicts, break down high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying actual needs.

● Proactively communicate with external and internal customers to analyze information needs and functional requirements and deliver Business Requirements Document, Use Cases, GUI, and Interface designs.

● Work independently with users to define concepts and under direction of project managers.

● Serve as the liaison between the internal business users and the technical team through which requirements flow.

● Quickly and effectively solve customer challenges.

● Maintain quality control/satisfaction records, constantly seeking new ways to improve customer service.

**Bank of America/Merrill Lynch** Dallas, TX 2001-2012

**Sr. Technical Support Analyst**

● Support 33,000 end users from the Wealth Management Branch Office environment across Americas, European and Asian continents.

● Provide Level 2 remote desktop/wireless support for single user issues.

● Responsible for technical break/fix support as well as superior customer service experience for interaction with Branch Office personnel.

● Administer SharePoint User Administration within GWIM team to authorize, manage, secure, and provide version control on documents.

● Experience with SQL queries to customize Maximo.

● Responsible for liaison with the GWIM internal clients, business technology teams, vendors and application support teams on a daily basis.

● Support of Salesforce.com within bank team.

● Support Trading functions of Wealth and Investment Management, GTS and GCIB. Performs analytical, technical, and administrative work in planning, installing, designing and supporting new and existing personal computer equipment and business critical software under moderate supervision.

● Consult with end users to determine optimal configuration of equipment and applications.

● Rapidly install new hardware, software, and maintains existing hardware.

● Work on problems of diverse scope where analysis of data requires evaluation of identifiable factors.

● Exercise judgment within generally defined practices and policies in selecting methods and techniques for obtaining solutions.

● Troubleshoot and resolve problems related to networking, PC, printers, financial software, procedural flaws and problem management.

● Fix mobile phones issues including blackberry and others. This includes remote account management on blackberry enterprise server.

● Actively use Peregrine Service Center/Maximo/ITSM Remedy to enter problem ticket, Active Directory to look up user/computer properties, NetMeeting/Support Center to remote control business partner computer and eSWD to push software.

● If not able to resolve problem, using real time problem management, involve other support groups to resolve and/or escalate to local desktop/vendor/server group using tier level in Peregrine Service Center/Maximo/ITSM Remedy.

**Education**

University of Texas at Dallas, Richardson, TX 1997-1999

Bachelor of Science: Computer Science