Unknown Finto

Business Systems Analyst

✉ unknown.finto@gmail.com
☎ (253) 075-8552
📍 Madison, WI

Education

Bachelor of Science in Business Systems Analysis at University of Wisconsin-Madison, WI

Sep 2017 - May 2021

Relevant Coursework: Business Systems Analysis, Database Management, Process Analysis and Design, Software Development, Project Management, Business Intelligence and Analytics.

Links

linkedin.com/in/unknownfinto

Skills

Problem-solving

Requirements gathering

Process analysis

Data modelling

System design & development

Testing & Quality Assurance

Documentation

Languages

English

Russian

Hobbies

Programming

Profile

I am a highly experienced Business Systems Analyst with over two years of experience in providing comprehensive analysis of business systems and processes. I have a strong background in IT, software development, and project management. My expertise includes gathering and analyzing data, developing project plans, and testing and troubleshooting systems. I have a proven track record of successful project completion and process optimization. I am a team player who is highly organized, driven, and possesses excellent communication and problem-solving skills. I am passionate about leveraging technology to improve business operations and customer service.

Employment History

Senior Business Systems Analyst at Epic Systems Corporation, WI

Jan 2023 - Present

- Developed a comprehensive business requirement document for Epic Systems' new patient scheduling system which reduced patient wait times by 15% and resulted in a 10% increase in patient satisfaction ratings.
- Created a unified data model which enabled Epic Systems to integrate data from its legacy systems with its new patient scheduling system, resulting in a 20% decrease in manual data entry.
- Developed a set of user stories and acceptance criteria which streamlined the testing process and improved the accuracy of the patient scheduling system by 25%.
- Conducted stakeholder interviews and facilitated requirements gathering workshops which enabled Epic Systems to launch its new patient scheduling system within 3 months of project initiation.

Business Systems Analyst at Northwestern Mutual Life Insurance Company, WI

Aug 2021 - Dec 2022

- Developed a new business system for Northwestern Mutual Life Insurance Company that improved customer experience by 25%.
- Analyzed and identified over 10,000 lines of code discrepancies in existing systems, resulting in a 20% reduction in system errors.
- Collaborated with 12 internal stakeholders to implement a new system architecture, reducing operational costs by 15%.
- Automated processes for 100 data sets, improving efficiency by 50%.

Certificates

Certified Business Analysis Professional (CBAP)

Oct 2021

Certified Agile Business Analyst (CABA)

Jun 2020

Memberships

Institute of Business Analysis (IBA)