

Tonya Tate
Stone Mountain, GA

Senior Business Systems Analyst / IT Project Manager

Quality-focused, detailed oriented and stakeholder liaison with over 12 years of IT experience. I have a proven track record of providing solutions for high priority business goals and strategic management decisions. Skilled troubleshooter and problem solver, with ability to translate business intelligence and business needs into requirements. Major contributor within projects at all lifecycle phases to meet strict time deadlines.

Certifications / Technical Skills

Certifications: A+ OS and Hardware, Network +, MCP Professional, MCP Server. Currently on Yellow Belt and Scrum Master certification track

Systems: Windows Vista, Windows 2000 Series, Windows XP, Windows NT 4.0, UNIX, Cisco and Windows 2003 Server, Domino Servers, Windows 7, Cloud based infrastructure (IaaS and SaaS)

Hardware: IBM Servers, Dell Power Edge Servers, Compaq rack mounted servers, IBM Desktops, IBM Laptops, Dell Desktops and Dell Compaq laptops Sun Ultra 5 Workstations, Net Gear Hubs, switches and routers, Cisco Switches, AVAYA Telephones and VOIP, VPN configurations

Software: MS Office Suites, Lotus Notes, IBM Databases and Mainframe Utilities, Remedy Service Now, Team Foundation Server and JIRA, Sales Force CRM

Networking

Languages: TCP/IP, DNS, DHCP, WINS, Ethernet, Token Ring Topologies

Professional Experience

Equifax USIS

UST Global Contractor

October 2018 –January 2019

Product Owner / Scrum Master

- Work with product management to create and maintain solution roadmap
- Own and drive backlog grooming and management, prioritize user stories, create acceptance criteria and drive testing and delivery
- Interfaced with Program Management Office to ensure project goals and requirements are being met
- Organized and facilitated project planning, daily stand-up meetings, reviews, retrospectives, sprint, release planning, demos, and other Scrum-related meetings
- Assisted team to remove impediments by having an understanding of the control and release processes
- Assisted with internal and external communication, improved transparency, and radiated information
- Assisted with prioritization and resolution of software defects

DeKalb County Government

May 2018- September 2018

Business Analyst/ System Administrator

- Assist in identifying, planning, and facilitation a variety of ongoing trainings to countywide site personnel
- Responsible for overseeing the Hansen 8.4, Dynamic Portal and Project Dox training program with staff.
- Provide technical support for both hardware and software issues our users encounter
- Manage the configuration and operation of client-based computer operating systems
- Monitor the system daily and respond immediately to security or usability concerns
- Create Ad-Hoc reports
- Knowledgeable in Advanced Configuration and Web Services application features utilizing Visual Basic.
- Batch processing functionality and task performed in the Back-Office environment.
- Respond to and resolve help desk requests
- Upgrade systems and processes as required for enhanced functionality and security issue resolution
- Review application logs
- Demonstrate up-to-date expertise in Information Systems and apply this to the development, execution and improvement of action plans by providing advice and guidance to others in the application of information and best practices
- Support and align efforts to meet customer and business needs
- Manage customer relationships and expectations by developing a communication process to keep others up-to-date on project results
- Lead or participate in multiple projects by completing and updating project documentation; managing project scope; adjusting schedules when necessary; determining daily priorities; ensuring efficient and on-time delivery of project tasks and milestones; following proper escalation paths; and managing customer and supplier relationships
- Identify, create and facilitate process design changes by conducting business and systems process analysis and design at a complex level; focusing on quality improvement and data management; ensuring data is reliable and valid; developing process improvements or re-engineering and recommending elimination; integrating new systems and processes with existing ones; and partnering with internal and external customers to ensure systems provided meet the long-term business strategies
- Provide project level analysis – producing required project analysis documentation (business requirements, scope matrix, use cases, sequence diagrams, future state proposals, UAT plan)
- Collaborate closely with developers to implement the requirements, provide necessary guidance to testers during QA process
- Utilization of Cloud Based infrastructure via AWS
- Identify improvement opportunities (proactive and reactive)
- Elicit and clearly document business and systems requirements
- Demonstrated fluency in business processes and process differentiation
- Ability to analyze and synthesize business requirements, including recognizing patterns and conceptualizing processes
- Understand and negotiate needs and expectations of multiple stakeholders
- Serve as a liaison between Operations and IT to assist or gather business requirements needed for system modifications, enhancement and implementations
- Develop and implement website content, revisions and upgrades

Rollins Corporation- (Contractor)

January 2018- April 2018

Senior Business Systems Analyst

- Lead requirement discovery sessions and functional walkthroughs to identify gaps between client requirements and company's product.
- Created business focused deliverables for each release or set of project objectives.
- Produced technical focused deliverables such as Functional and Non-Functional Specifications, Use Cases and creation of SIT/ SAT Test Cases via Team Foundation Server BA processes
- Presented detailed documents to the customer or stakeholder for approvals.
- Provided Production Support via Remedy
- Created User Stories in a Scrum/ Agile SDLC environment
- Worked with Call Center agents to create IVR migration and Web Lead requirements

- Payment processing experience with a strong working knowledge of PIN debit card transactions and Account/DDA payments and ACH via the company's propriety financial application interface.
- Lead the reporting and consolidation of the Card Services business unit
- Developed executive dashboards and key metrics in collaboration with leadership
- Provide guidance on Salesforce.com environment & release management
- Serve as a technical expert on Salesforce.com - Sales Cloud, Service Cloud, and Salesforce platform
- Implement, maintain and updates financial systems.
- Modified system menus, edits spreadsheets and reports, and troubleshoots system problems.
- Import files to and exports files from financial databases.
- Trains staff on the use of financial systems and acts as a liaison to the information technology department.

Global Payments Company

January 2013- January 2018

Senior Business Systems Analyst / IT Project Manager

- Lead requirement discovery sessions and functional walkthroughs to identify gaps between client requirements and company's product.
- Created business focused deliverables for each release or set of project objectives.
- Produced technical focused deliverables such as Functional and Non-Functional Specifications, Use Cases and creation of SIT/ SAT Test Cases.
- Projects focused on Cloud Based Infrastructure migrations, data center migrations, Global EMV implementations
- Coordinated Application deployments and resource allocation
- Created End User Training manuals and Defect management within HP Quality Center.
- Coordinated internal resources and third party's vendors for the flawless execution of project deliverables
- Created and maintain comprehensive project documentation
- Managed and Lead BA's, Production support and NOC teams for IVR Analytics reports implementation. Provided ability for ad-hoc reporting and dashboard for live reporting capabilities. Different turnaround time reports were developed which helped the company in identifying gaps
- Collaboration with Production Support, and DEV team regarding issue resolution
- Created and maintain dashboard analytics and reporting via Salesforce as the Administrator
- Managed multiple client projects at once, coordinated with internal teams to accomplish client needs.
- Project objective implementing various card and charge type data functionality for Merchant enablement system, gap analysis performed via sorting rate card data into Excel to facilitate management and exporting techniques.
- Used Visual Studio, Salesforce and SQL Server for the analysis and development of online systems
- Helping users develop or fine-tune reports so they yield meaningful metrics
- Over 12 years utilizing Agile, Waterfall and standard SDLC methodologies.
- Created infrastructure, disaster recovery and data backup requirements
- Ability to identify system and business process gaps and inefficiencies and provide solution workarounds, as well as business process enhancements to resolve those inefficiencies
- Comfortable generating high and low-level system architecture diagrams and design documentation
- Proficient generating and reviewing system process flow and sequence diagrams
- Successfully Identified all the stakeholders, systems and data formats throughout entire SDLC of the Heartland / GPN company acquisitions.
- Evaluated the processes currently in place; sought any batch/real-time conversion opportunities that will streamline the process. Also look for unnecessary/outdated steps in the process far enough upstream/downstream through risk and data analytics.
- Tested and analyze data in SQL Server Environment including writing and pulling queries from the SQL Database

American Express Co. Inc.

December 2007-January 2013

Senior Business Systems Analyst II

- Subject Matter Expert on numerous product releases, application upgrades and database Implementations.
- Production Support Level II and III

- Accountable for required technical/systems documentation in support of the project methodology
- Utilized advanced analytical skills and strong conceptual and problem-solving skills, the ability to multitask and provide solutions for our internal and external stakeholders.
- Knowledgeable in SQL, Perl / Shell scripts and Oracle logic for issue resolution.
- Expert in application feature processing of ACH, Purchase Card EMV, Virtual Payment Processing, Multi currency processing.
- Foreign Exchange Specialist
- SAP, Check printing processes
- Informatica as well as payment warehousing techniques
- Ability to work under pressure to meet specific deadlines with high quality output and attention to detail.
- Strong organizational skills, including the ability to focus simultaneously on long and short-term priorities.
- Knowledgeable of Java, J2EE and Java EE 5 technology and Application development tools.
- Demonstrated competencies, dependability and attention to detail, proven ability to manage change and lead teams.
- Skills also include UAT / Quality Control Application and data testing and ERP reporting functionalities.
- Knowledgeable in Secure File Transfer Processes to include File Processing and Data Mining techniques for research purposes.
- Buyer Initiated Payments and B2B Implementations.
- Lead a team of 20+ people on various application deployments
- Designed and developed training program for 20+ new hires ensuring consistent knowledge transfer incorporating a rigorous performance evaluation process for resource assessment.

International Business Machines

November 2006 – December 2007

Systems and Network Administrator

- Server installs and maintenance
- Network monitoring and setup
- Duties include desk side support for several Fortune 500 companies
- Installation of computer peripherals, installation of software, hardware
- POS point of sale equipment as well as upgrades, troubleshooting, cabling and network infrastructure support.
- Backup and Disaster recover techniques used by the Department of Defense as well as private vendors.
- Duties include providing remote technical support
- New user access and updates
- Assisted clients in customer service related issues through computerized case management via IBM mainframes.

International Business Machines / Computer Generated Solutions

July 2006 – October 2006

Technical Client Support Representative

- Duties include providing remote technical support to clients
- Assisted clients in customer service related issues as well; this was performed through computerized cases over IBM database and mainframes
- IBM Think Pad Support technician in a call center environment.

The United States Postal Service

October 1993 – June 2006

Customer Service Clerk

- Duties included retrieving and dispatching valuable mail pieces misplaced into the mail stream, process performed through filing and extensive computerized record keeping techniques.
- Provided technical support to end users using Novell Ware technologies, while utilizing strong analytical skills under stringent deadlines.

- Over 13 years of verifying and dispatching Confidential Documents and Cash Handling Experience.
Obtained Level One Security Clearance- Public Trust- Department of Defense

Education

Omnitech Institute, Decatur, Georgia 2001-2003 - Graduated
Information Technology- Obtained National IT Certifications GPA 3.8 / 4.0
Information Technology

References Available on Request