

Robert P. Reil, MCSE, CCNA, A+, NETWORK+, HP SERVERS

Cell# 404-406-3452

Email: robreil@robreil.com

Linked In: www.linkedin.com/in/robreil

EXECUTIVE SUMMARY:

A highly motivated problem solver that cannot pass up an opportunity to find out why. Looking for a challenging position as a Sr. Business/Business System Analyst, Product Owner, or Sr. Business Systems Consultant (BA, PO, BSC). Entrepreneurial minded, aligned with integrity and passionate in finding a win/win in every scenario. Built two successful companies by implementing business analysis tasks and techniques to plan the work to be done in order to reach goals. This natural mindset and behavior has assisted many companies in successfully completing their projects.

EXPERIENCE SUMMARY:

- Very much a process and technology generalist with a strong natural mindset towards Lean. Possesses considerable experience in Business Processes, SDLC, Networking, IT Infrastructure, Master Data Management (MDM) with heavy exposure to Manufacturing, E-Commerce, Government and Banking environments.
- Continually delivering Business Solutions by seeing the Big Picture, breaking down current Business Processes through Business Process Analysis, Designing and implementing solutions after Gap Analysis, Identifying Risks and developing a Strategic Plan into an efficient process while seeing it through using the SDLC process.
- Experienced with constant analysis and process improvement in the E-Commerce, Client-Server, Supply Chain, Customer Service areas while working with Manufacturing, Supply Chain Management, Customer Relations Management, Access Control, Knowledge Management, Data Service, Data Warehousing, ERP (Enterprise Resource Planning), Business Intelligence (BI) and Accounting Software in both front and back end design, and integration realms.
- In the IT Industry since the mid 90's, built an end user and small/mid-sized corporate IT support company that provided support from infrastructure builds, OS config, disaster recovery solutions, networking, IT security, end user support, and software consulting and implementation.
- Built an E-Commerce company that was eventually sold off. I went from Sr Network Engineer to MDM Business Analyst, DBA, Project Manager, Product Owner, Cold Fusion Developer in ten years.

ACCOMPLISHMENTS:

- Lead a team of BAs to complete a Gap Analysis for a major Bank. Of note the integrity of this analysis showed that there was not a need for the current initiative at that time nor my services.
- Built a small ERP using a very small budget by building a Data Warehouse that pulled data from all the COTS (Commercial off the Shelf) applications used by the company into one master database. This database was then pushed and pulled from to update COTS applications, to provide BI (Business Intelligence) via ColdFusion code which enabled the identification of market gaps to direct corporate growth along with creating a portal for ETL (Extraction, Transformation and Loading) of vendor data which allowed the products sold to be priced and presented appropriately en-masse with the vendor catalogs and price changes provided.
- Managed, and delivered the implementation of international shipping, real time currency conversion, and international payment processing management and anti-fraud processes into a COTS Shopping Cart to support international online customers while using real time currency valuation which increased sales by 50%.
- Delivered a total business process redesign for a small E-Commerce company that suffered a supply chain cut off due to the 2010 Japan Tsunami. The end result moved the company with no budget and a back log of Credit Card charge backs in 6 weeks to finding new vendors, reducing the labor of the purchasing, receiving, shipping process by 70% while increasing its process and documentation quality and reducing complexity.
- Two plus years' experience developing a business cases for off-shoring labor, vendors and administration. Collaborated with and managed off shore vendors and hired subcontractors to do development.
- Ten years supply chain management from resourcing, to account management and technology coordination.
- Delivered an in house metal fabrication department and integrated it into the current business process which provided better pricing, timing, inventory and quality control. Much complexity was involved including a reengineered QA process, part number schema redesign, automation of packaging and crating methods, job cost data/metrics collection, inventory systems, Computer Aided Drafting (CAD) drawings, tool room inventory management and Just In Time (JIT) material management. The amount of savings in processing time, and quality was approximately 20% and staged the company for more automated sales, cross application of parts in future designs, and cross reference of many to one to many parts application.

SKILL SUMMARY:

- Twenty-Five plus years of IT experience with over fifteen years expertise in Business and System Analysis.
- Worked as a business analyst and master data analyst for Master Data Management (MDM) and ERP implementation projects
- Taught the IIBA BABOK 2.0.
- Strong experience in Business and System Analysis, Process Improvement, Process Mapping, Data Mapping, Data Migration and Data Integration and Data Dictionary creation.
- Outstanding analysis, problem solving, communication and implementation skills.

- Successful in translating business requirements and user expectations into detailed specifications employing Unified Modeling Language (UML) using MS Visio.
- Expertise in creating use cases, version control, and defect tracking and monitoring and used the Rational Unified Process (RUP) methodology in all areas of the software development life cycle (SDLC).
- Experienced in ETL using WSDL and manual processes that were automated before ETL was a thing. Was an advocate for business partners to help them provide data to their customers using ETL technologies to help them succeed.
- Extensively involved in MDM to help multiple organizations with strategic decision making and process improvements.
- Experienced in conducting Requirement Analysis, Use Case Design, Designing Test Plans and developed database schemas based on logical models.
- Experience with designing and verifying databases on MySQL Server RDBMS using Entity-Relationship Diagrams (ERD)
- Good experience of working with the QA methodologies and processes.
- Proficient in developing and executing Test Procedures, Test plans, Test scripts, test result validation, performing functional, usability, stress testing and ensuring that the software meets the system requirements.
- Experience in working on data migration and integration for legacy applications and designing Integration and migration chart.
- Experience working as Joint Application Development (JAD) facilitator and meetings coordinator with excellent interpersonal skills.
- Involved in MDM Process including data modeling, ETL process, and prepared data mapping documents based on graph requirements.
- Experience in defining and analyzing services and incorporating them into service-oriented processes through extensive uses of Web Services in SOA Environment.
- Performed Gap Analysis to check the compatibility of the existing system infrastructure with the new business requirements.
- Extensively involved in MDM to help the organization with strategic decision making and process improvements. (Streamline data sharing among personnel and departments).
- Expertise in broad range of technologies, including business process design tools such as MS Visio, technical assessment tools, Data Warehousing concepts and web design and development.
- Mastered skills of database design, data gathering, detailed data analysis, & data trend recognition that resulted in qualitative and quantitative answers to complex customer data problems and market targeting.
- Strong Communication and Presentation Skills substantiated in past assignments with developers, project managers, subject-matter experts, stakeholders, system implementers, and application end-users.
- Creative and Enthusiastic Self-Starter with integrative thinking skills, capable of forming and maintaining positive and productive working relationships in internal, external, independent, and team environments.
- Excellent verbal and written skills.

TECHNOLOGIES:

Methodologies: Waterfall, Agile, Agilefall, Build and Fix

Software:

Client Programs: Adobe Acrobat (Full Version), Microsoft Office (including Access, Excel, Outlook, Power Point, Project, Visio and Word), QuickBooks Pro.

Server Programs: Internet Information Server, WordPress, Able Commerce, ColdFusion, Domain Name Service (DNS), Dynamic Host Configuration Protocol (DHCP), Active Directory, Group Policy and NTFS Security

Programming Skills and Tools:

Technologies:

Extract, Transform, Load (ETL)

Programming Tools:

JIRA, Dreamweaver

Database:

MySQL

Database Management tools:

Navicat, Toad

Web Programming: Object Oriented (OO) methodologies, Cold Fusion, Subversion, Hypertext Markup Language (HTML), Cascading Style Sheets (CSS), Velocity, SEO (Search Engine Optimization)

IT Network Management and tools:

Backup Software:

VERITAS, Backup Exec.

Firewall:

Kerio/WinRoute

Network Tools: WireShark, Track It, Software Management System (SMS)

Hardware: Build PC's from scratch, laptops, desktops & laser jet printer repair, NAS, SAN, RAID, Servers, Rack installation and design, Data Center, Power Management, UPS, Backups, Network Cabling

CERTIFICATIONS:

Microsoft MCSE NT 4.0, Cisco CCNA, CompTIA A+ Hardware, CompTIA A+ Windows, CompTIA Networks+, & Multiple Hewlett Packard Desktop, Laptop, Server & Laser Jet Printer certifications.

WORK HISTORY:

Sr. Business Solution Consultant (BSC6), Denver, Co.

Contract at Wells Fargo - Feb 2017 – Nov 2017

Apex Systems– 100% Remote support to Wells Fargo's Vulnerability Management Initiative with Enterprise Technology Operations. Assist Vulnerability Central's Remediation Center Administration Department. An MDM project to migrate and integrate Qualys data into other proprietary systems.

- Gather and prioritize requirements of Vulnerability Central

- Document and participate in ongoing development of the Remediation Center's Operating Model
- Build a Vulnerability Management process to be used by the Remediation Centers
- Develop and provide weekly reporting of ongoing remediation status
- Manage scope and the communication of that scope on 1.1M+ Vulnerabilities reported by Qualys monthly that needed to be "touched" to all stake holders.
- Provide hands on Vulnerability Scheduling and Process Direction.
- Work with multiple lines of business to develop and drive a successful remediation plan to resolution
- Create Data Dictionary
- Work with offshore teams

Product Owner / Sr. Business Solution Consultant, Denver, Co.

Contract at Wells Fargo - Feb 2016 – Nov 2016

Apex Systems– 100% Remote support to design and manage Wells Fargo's Validation Framework (VF) Enterprise Patching Program (EPP) (an MDM project) to automate reporting on the status and trends of available patches, current patch statuses, exceptions, and assets for ten IT competency centers. An in depth Gap Analysis showed the initiative was too early to execute and therefore this project was put on hold.

- Build out a process and document templates for eliciting, managing, documenting and tracing requirements.
- Bring a rough draft of a SharePoint Requirements Backlog to full functionality by building views, and forms to integrate a process flow and train the team on how to use it.
- Map data structures, flows of migration and integration of data.
- Lead a team of BAs thru a gap analysis of the EPP initiative.
 - Elicitation from multiple lines of business and competency centers.
 - Creation of Meeting Minutes and distribution, with Action Item notification and management.
 - Graphical representation of discovered process flow of "As Is", "Current Initiatives" and "To Be" based on a very large reporting requirement that encompassed about fifty data sources.
 - Led team meetings to coordinate efforts and stay on track.
- Completed Business Requirements Documents (BRD), High Level Non-Functional Requirements Definition Documents and Requirements Traceability Documents.
- Create Data Dictionary
- Work with offshore teams

Solution Consultant, Denver, Co.

Contract at Xcel Energy - Aug 2015 – Oct 2015

Horizontal Integration – Onsite and travel support for Xcel Energy's Account Management – Core department's new security focused team focused on supporting the Technology Delivery department's IT-Security initiatives.

- Worked in a team environment to assist with key Cyber Security projects by identifying compliance solutions driven by business needs for significant business critical applications, infrastructure and services.
- Participated in the development of projects that protect the company against risks of data loss and vulnerability management initiatives to ensure compliance.
- Managed key customer relationships by identifying IT or infrastructure solutions to support business needs for business critical applications.
- Managed demand by collaborating with customers, Business Systems partners, outside vendors and other stakeholders to identify customer requirements, assess impact to other data systems, consider available alternatives, compare costs and recommend solutions.

Infrastructure Business System Analyst, Alpharetta, Ga.

Contract at Ernst & Young - Dec 2014 – Feb 2015

NetPolarity – Onsite support for Ernst & Young's Fraud Investigation and Dispute Services. EY's Fraud Investigation & Dispute Services (FIDS) helps its clients deal with the complex issues of fraud, regulatory compliance and business disputes that could otherwise detract from client efforts to achieve their company's goals.

- Gathered requirements on multiple Waterfall projects.
- Provided infrastructure and security based non-functional, and functional system requirements documents.
- Provided requirements traceability.
- Facilitated JAD Sessions.
- Assisted with Infrastructure Design.

Business Systems Analyst (BSA II), Atlanta, Ga.

Contract at CDC - Aug 2013 – Jul 2014

DB Consulting - Private Government Contractor for the Centers for Disease Control and Prevention (CDC) on their MDM projects requiring migration and integration of data.

Partnered with:

Center for Global Health (CGH), and Office of the Director (OD)'s IT - Informatics and Information Resources Office (IIR) to develop their newly established department in developing Country Epi-Profiles (CEP), a Word Press based app.

Office of Surveillance, Epidemiology, and Laboratory Services (OSELs), and Public Health Surveillance and Informatics Program Office (PHSIPO) to develop the Reportable Conditions Knowledge Management System (RCKMS), a Java web-based application that is being developed in the pilot stages using Agile best practices.

- Supported the business as a Subject Matter Expert for the applications and standards.
- Developed User Stories, Process and Use Case models and gathered Functional Requirements in order to drive customer requirements and manage risk during project ownership transition.
- Provide leadership for developers regarding project requirements by collaborating with developers to fulfill their project roles.
- Implemented and administered JIRA into the Agile team before transitioning from Waterfall. Provided training to the team, and setup the Kanban and Scrum boards, Backlog and laid out the first few sprints and Workflows.
- Collaborate with the User Interface/Experience, DBA and Quality Assurance teams to fulfill their project roles.
- Ensure compliance with CDC and HHS security and systems development and deployment standards.
- Worked with a Jr QA analyst to set up testing requirements, processes, and documentation.

Business Analyst/Quality Assurance/Process Improvement, Atlanta, GA **Contract at GaDOT - May 2013-Jul 2013**

Symbioun Technologies. – Onsite, and remote support for Ga. Dept. of Transportation Environmental Division document scanning initiative designed to associate metadata with 40 years digitized project files.

- Coordinate with vendors and the stakeholders while at the same time gathering, and analyzing requirements through workshops and 1:1 elicitation to document vocabulary and processes.
- Create org chart, contact list, glossary of terms, & requirements documentation to set the stage for effective and efficient communication for the project.
- QA the functionality of software with the manufacturer, and suggest features to assist in productivity and quality.
- QA document scanning from third party vendor and metadata assignment.
- Championed the development of a system for efficiently scanning GDOT Environmental Division's thirty year library of records after the process was roughed in with no requirements specified before my arrival.

Business Analyst (BA II), Alpharetta, GA (contract) **Contract at Scientific Games - Dec 2012-Feb 2013**

The BA Mentor. - Onsite support for Scientific Games; (Manufacturer of Lottery products)

- Assisted in creating a client facing document library that was a hybrid between a Use Case, Wireframe and a Functional Requirements document by using Functional Decomposition, Interface Analysis and Requirements Gathering of live and under development Lottery websites in a pseudo Agile environment.

BA/Process Improvement/Quality Assurance (QA)/Programmer, Kennesaw, GA **MicroKinetics - Jun 2011-Jun 2012**

MicroKinetics Corp - Manufacturer of robotic manufacturing machinery

- Recorded User Stories for process reengineering
- Designed business processes to increase quality, reduce costs, and manage variables across departments
- Reengineered Processes of QA, part number schema, packaging methods, crating, job cost data/metrics collection, inventory systems, CAD drawings, tool room inventory management and Just In Time (JIT) material management
- Modified bill of materials, inventory control and process control for assembly manuals
- Created customer assembly manual with diagram
- Implemented Reverse Lookup solution and change management in software and engineering departments
- Programmed in proprietary language all programs needed for production of parts and documented setup notes, drawings, and photos so than anyone could make these parts
- Tested machinery after product design which in turn set up a feedback loop for continuous product, software, process and documentation improvement
- Revised the details and dimensions of engineering drawings including dimensional tolerances
- Qualified parts to drawings; in other words QA of engineering drawings against the parts
- Analyzed usability of CNC software and Provided testing / debugging after features were implemented or modified

Product Owner / Business Analyst / I.T. Production Support Kennesaw, GA (co-owner)

May 2001-Oct 2011

Motorcyclecarbs.com – A motorcycle parts E-Commerce Company. Overviewed growth and direction of the company as a principle partner.

- Managed a major MDM project end to end.
- Implemented continuous feedback loop for business process improvement, documentation and software enhancement
- Developed, implemented and documented systems for departmentalization, standardization, efficiency and training of seasonal staff based on use cases
- Designed, using use case and Unified Markup Language (UML) documentation, and implemented Voice Over Internet Protocol (VOIP), call handling and routing server for paid tech support with scripted, recorded solution delivery.
- Designed and implemented .com business by designing and implementing infrastructure including; a server rack, Exchange server, web servers, MySQL server, ColdFusion server, AbleCommerce (E-Commerce) server, development server, firewall, router, set up web, file and firewall security, configured file, email and other necessary services
- Designed, developed, documented and implemented migration to cloud based paperless office.
- Created an ERP solution by using ETL solutions from COTS solutions and posting them to a Data Warehouse by migrating and integrating data.

- BI was created by creating canned and ad hoc reports from the Data Warehouse by using a modified proprietary ColdFusion shopping cart.
- Two plus years' experience developing a business cases for off-shoring labor, vendors and administration. Collaborated with and managed off shore vendors and hired subcontractors to do development.
- Created Data Dictionaries.

MILITARY:

- US NAVY Veteran: Honorably Discharged
 - USS Nimitz CVN 68 (Aircraft Carrier; Nuclear Powered; to keep the Atlantic fleet in repair and underway)
 - USS Simon Lake AS33 (Submarine Tender; Designed to repair Trident class Nuclear Submarines)