Career Summary

J F

Solutions - driven Business Systems Analyst with over 8 years' experience in a fast-paced IT environment. Proven cross-functional team leader in the development, documentation and implementation of business needs & software development. Seeking business opportunities for professional growth and expansion of business knowledge.

EDUCATION

Florida Atlantic University - Boca Raton, FL

Master of Science in Information Technology Management - December 2019

Bachelor of Business Admin. In Management Info. Systems - December 2018

EXPERIENCE

SBA Communications – Boca Raton   August 2019 - Present
Business Analyst II

- Liaison between IT teams and business teams.
- Create functional and technical requirements for systems such as Microsoft Dynamics CRM, HRIS Systems and other various internally developed applications.
- Independently construct workflow diagrams, wire frames designs, study system capabilities and writing Software Requirement Specification (SRS) and Business Requirements documentation for development team.
- Develop solution alternatives.
- Lead requirements gathering, future state design and fit-gap analysis meetings with business stakeholders.
- Assists in managing projects, QA testing.
- Sarbanes Oxley compliance on all initiatives.
- Customer / IT liaison during analysis, requirements definition and design activities.

Leadflash – Boca Raton   April 2012 – August 2019
Business Analyst

- Collaboration with departmental heads to identify business needs -
  - o Over 10 reports generated through report writer implementing identified business requirements.
- Standardization and Documentation of Business Processes -
  - o Automated Fraud Detection for new Affiliate/Vendors
  - o Over $50,000 reduction in Client Returns after implementation (2017-2019)
  - o New Tier Integration Documentation, Vertical Integration Documentation
- Project Mgmt. –
  - o QA Testing, Data Study,
  - o Integration of 3rd Party Fraud Detection System (Maxmind) with Legacy Systems
- Reporting – VBA-Excel- -SQL
  - o Templates created for departmental heads utilizing macros/VBA user forms. Collaboration w/SQL Report Writer
- Client Optimization –
  - o Source Traffic Redirect Rate Analytics
  - o Investigate Root Causes of Client Complaints
  - o 40% reduction in Client Complaint Volume (2018 – 2019)
- API Integration - External/Internal
  - o Call Center Mgmt. - Agent, IVR Integration & Mgmt.

CONTACT

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in https://www.linkedin.com/in/jay-fuentes-m-s-78b2a915b

SKILLS

- Project Mgmt. - Axosoft/JIRA
- Waterfall/ Agile methodologies
- Microsoft Office - Dynamics, SharePoint, Excel,PPT., Visio, SQL Server, Outlook
- Scrum Software Dev.
- Business Process Models
- Process Flow Diagram
- Requirements Gathering & Implementation
- Problem Solving
- Acct. Mgmt.
- Time Mgmt.
- Public Notary
- Bi-Lingual
- Call Center Mgmt.
- SLDC
- ITIL v4