

Michael J Murphy

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CAREER PROFILE

Senior Business Analyst and Consultant with over 15 years of experience delivering detailed requirements specifications for software development and testing for Fortune 500 companies and small businesses in the Financial Services, Retail, and Technology sectors. Guided requirements elicitation, backlog management, and quality assurance for agile software development projects, conducted manual and automated testing of web applications, and managed teams of up to 30 consultants.

Core competencies include Business Analysis and Business Process Modeling, Software Requirements Documentation with Design Session Facilitation, Software Design, Development, and Implementation, Software Quality Assurance and Testing, Project Management, Project Planning and Budgeting, and Full Stack Web Development. Education includes advanced degrees in Information Management (MIM) and Business Administration (MBA). Returning to work after a brief career break to care for parents and in-laws during the pandemic.

TECHNICAL SKILLS

Project Tools: MS Project, MS Office, Google Docs, Git, GitHub, Jira, Selenium, Visio, ServiceNow, Salesforce reports, Tableau

Programming Languages: JavaScript, HTML, CSS, SQL, Node.js, Python, Java, Visual Basic, VBA, C#

PROFESSIONAL EXPERIENCE

Integrity Financial Services Group, Business & Technology Consultant 2019 – 2020

- Guided a software selection project for a new Customer Relationship Management (CRM) system and migrated clients representing 80% of assets under management (AUM) ahead of schedule, enabling improved process efficiency, and accelerated business growth.
- Prepared target-state process models and documented business requirements.
- Created a master data migration strategy and tools to merge customer master data from multiple sources.
- Implemented new security policies and backup procedures for the servers and network and delivered training to staff members. The new backup procedures enabled recovery from a subsequent ransomware attack.
- Created a Business Continuity Plan as required by the Securities and Exchange Commission (SEC) for financial services firms, resulting in enhanced security and reduced risk. Enabled remote work during the pandemic.

Michael J Murphy Consulting, Technology Implementation Consultant 2012 – 2019

- Executed consulting engagements assisting businesses and investors with technology implementation projects.
- Guided a project to install an Electronic Medical Records system and Electronic Imaging (X-Ray) for an orthopedic surgery clinic resulting in enhanced patient experience, improved profitability, and compliance with government regulations for medical practices.
- Developed a website and database for real estate investors to search for and evaluate properties.
- Managed websites and created web pages for small businesses using HTML, CSS, and JavaScript.

H-E-B Grocery Store Company, Business Analyst, Project Manager (PMP), and Q/A Test Lead 2009 – 2012

- Directed projects to deliver detailed software requirements specifications to agile development teams, including a project to develop a web portal for managing relationships with over 40,000 vendors and a product assortment application using big data analytics to help manage the assortment of over 50,000 products displayed on shelves in over 370 grocery stores.
- As the liaison between the business and technology teams, conducted group working sessions and delivered business process redesign and detailed software requirements for projects supporting financial accounting functions and data analytics.
- Developed process models, user stories, use cases, test scripts, and other requirements and testing artifacts.
- Created test databases using SQL for automated integration testing and for user acceptance testing.
- Executed tests using Selenium and other testing tools and reported results to the development teams.

Seilevel, Inc, Business Analyst & Principal Consultant 2006 – 2009

- Recruited, mentored, and managed a team of consulting professionals for a start-up technology consulting firm. Grew the staff from 3 billable consultants to over 20 consultants in 18 months.
- Facilitated process modeling, process re-engineering, and requirements elicitation sessions with cross-functional teams and delivered software requirements specifications to software development teams.

Ciber, Inc, Business Analyst & Project Manager (PMP) 2004 – 2006

- Managed staffing, scheduling, and quality for software implementation projects to migrate over 3000 sites to the web.
- Provided advice and guidance to senior executives on technology strategy and project planning.
- Facilitated process modeling and software requirements elicitation sessions and led cross-functional teams developing process models and requirements artifacts for software implementation projects.

Washington University in St. Louis, Adjunct Professor 2002 – 2004

- Prepared and delivered undergraduate courses for the School of Engineering and Applied Science.
- Developed the first Object-Oriented Analysis & Design (OOAD) for web deployment curriculum for the Engineering school.
- Guided students in the use of OOAD, Iterative and Agile software development methods, and modeling tools.

Notes on career break 2020 – present

- While caring for parents and in-laws during the pandemic, worked on projects with flexible schedules and completed the Springboard Software Engineering certificate program to update technical skills.
- Worked from home during the pandemic helping Zillow start up and then wind down their home buying business, Zillow Offers. Negotiated contracts to purchase over 300 homes and helped Zillow save over \$10 million.
- Worked from home during the pandemic helping GoHealth with Medicare Insurance Sales. Obtained Medicare Certification and Health Insurance Licenses in Florida and 27 other states.

EDUCATION

- Springboard Full Stack Software Engineering Certificate
- Project Management Professional Certification (PMP), The Project Management Institute (PMI)
- Master of Business Administration (MBA), Washington University in St. Louis
- Master of Information Management (MIM), Washington University in St. Louis
- Bachelor of Arts, Webster University