# **Irene Krayz**

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| Technical Skills: | ■ Languages: COBOL II, JAVA, SQL, Python  ■ Tools: DB2, IMS, CICS, Microfocus, JCL, VSAM  ■ Web Technologies: HTML, JavaScript  ■ Operating Systems: MVS, Windows, IBM PC  ■ Other Tools: IBM Utilities, File-Aid, Endevor  ■ Knowledge of systems capabilities and business operations  ■ SQL Database Reporting experience  ■ Data Analysis with Excel  ■ Strong technical documentation skills  ■ Power BI experience  ■ Tableau experience |
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## **Employment**

*Empire Blue Cross Blue Shield/The Elevance Health August 2000-February 2024*

***Business Analyst II (August 2010-July 2015) / Sr. Business Analyst (July 2015-February 2024)***

* Analyzed complex end user requirements to determine optimal means of implementing them.
* Determined specific business application software requirements to address complex business needs.
* Developed project plans, identified and coordinated resources, involving those outside the unit.
* Worked with programming staff to ensure that requirements will be incorporated into system design and testing.
* As an expert, provided direction and guidance to team members when the end user of the software had questions or issues that needed to be resolved.
* Developed and created business requirements by facilitating meetings with clients.
* Served as the liaison between the business and an overseas IT team to ensure that the business needs were fully translated into accurate business requirements.
* Proactively supported business operations by overseeing that systems are operating according to business functional expectations and availability standards.
* Analyzed business requirements, provided problem resolution, and led training sessions for team members and internal departments.

***Sr. Programer Analyst (August 2004-December 2009)***

* Trained and managed an overseas IT team.
* Lead analysis and testing efforts that delivered quality projects and Lights On work within the established resource, budget, and timeframe estimates that met or exceeded business requirements. Accounted for all analysis and testing for the NY Membership System (ARMS).
* Provided link between technical and business views of the system by ensuring that technical solutions being developed will satisfy the needs of the business.
* Participated in the system requirements definition, design, and implementation meetings in order to ensure processes are correct and on schedule.
* Developed test plans for testing all functionality and data integrity of proprietary applications.
* Performed data analysis and research for all NY Membership issues.
* Developed, designed, executed, documented and maintained test plans/procedures for manual testing.
* Analyzed test results and communicated findings/recommendations to project team leads for issues and problem resolution.
* Acted as a liaison between business stakeholders and IT teams, translated business needs into technical solutions.
* Developed and executed test plans, analyzed test results, and communicated findings to project leads for issue resolution.
* Provided proactive support for business operations and ensured system availability meets functional expectations.
* Facilitated Joint Application Development (JAD) sessions to gather requirements and drive collaboration.
* Accounted for development and maintenance of the NY Membership Eligibility System (ARMS), provided analytical and technical expertise to support business operations.
* Coordinated system testing, created technical specifications, and provided production support for system-related questions and issues.
* Maintained technical system documentation and ensured adherence to quality standards.

***Consultant - Programmer Analyst (July 2000-August 2004)***

* Offered analytical and technical expertise to ensure the optimal installation of ARMS on-line membership system in the test and production environment. This system was developed to allow the customer to enter and update membership eligibility data on-line via a CICS application.
* Spearheaded the design, development and successful implementation of the ARMS on-line membership system. Primary tasks included designing (includes creating technical specifications), coding, unit and system testing, and implementation of all modules. All programs were written in Cobol II and utilized an IMS database.
* Trained team members and Membership and Billing customers on the new online system.
* Created new and modified existing reports.
* Coordinated and provided support for all system changes, ad-hoc reporting and periodic enhancements of core programs.
* Conferred with customers to determine the need/feasibility for modifications to the core membership (batch/online) system.
* Created Procs/JCL and documentation to support the new online system.
* Established production procedures, scheduling requirements, backup procedures/formulated and disaster recovery backup plans.

*BMW of North America June 1998-November 1999*

***Consultant - Programmer Analyst***

* Participated in the development and maintenance of BMW’s car manufacturing system, Carsales. This system was developed as the main interface between BMW of North America and the Home office system in Germany.
* Designed, coded and unit tested programs written in Cobol, IMS and DB2.
* Utilized DB2 utilities to create and maintain DB2 tables.
* Responsible for systems analysis, test case creation and writing technical specifications.
* Participated in all phases of the company’s Y2K Compliance project for Company’s Vehicle Sales, Dealer’s Inventory and Vehicle Status at VPC. Specific responsibilities included compliance coding, preparing JCL/Test Cases, Data Aging, Compliance Documentation and Support.

Education:

Bachelor Degree in Computer Science – State Polytechnic Institute

Diploma in Mainframe and PC Programming/COBOL and CICS Programming and Design Technics with Database - ASA Institute of Business and Computer Technology

Certificate in Advanced Internet Computer Programming - American Training Center, INC.

Certificate in Planning Effective Software Testing - ASPE, INC (through Empire Blue Cross Blue Shield)

Certificate in Business Analysis - Systemation (through Empire Blue Cross Blue Shield)