**Leslie Kay McMahan
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**OBJECTIVE**

To apply my business, communication and technical skills within an organization that will utilize my education and experience.

**EDUCATION**

**Master of Business Administration.** Rockhurst University, 1100 Rockhurst Road, Kansas City, MO. May 2000.

**Bachelor of Business Administration, Marketing**. **English Minor, Technical Writing.** Park University, 8700 NW River Park Drive, Parkville, MO. May 1995.

**EMPLOYMENT EXPERIENCE**

**Senior Technology Analyst,** Lowes Pro Supply (formerly Maintenance Supply Headquarters), 1000 Lowes Blvd, Mooresville, NC 28117. September 2022 – Present.

* Manage B2B eProcurement integrations for property management companies.
* Work with third party eProcurement companies, Sales, Finance and Account Services to establish new integrations and support production.
* Establish Procure-to-Pay (P2P) deliverables including cXML punchout catalogs, POs, Invoices including pCard invoices.
* Utilize WPCRM, Tableau, Infor CloudSuite Distribution (CSD) ERP, Opentext BizManager, Optimizely, TradeCentric, and a variety of eProcurement systems, such as Ariba, Coupa, Nexus, etc.
* Write test cases and perform functional testing. Troubleshoot transmission errors and invoice response codes and messages.
* Develop process and training documentation. Facilitate new employee and customer training sessions.

**Senior Business Analyst,** Home Depot Pro (formerly Interline Brands), 701 San Marco Blvd, Jacksonville, FL 32207. July 2018 – September 2022.

* Manage B2B eProcurement integrations for companies across several industries including property management, healthcare, education, hospitality, etc.
* Work with third party eProcurement companies, Sales, Finance and Account Services to establish new integrations and support production.
* Establish Procure-to-Pay (P2P) deliverables including cXML punchout catalogs, POs, Invoices including pCard invoices.
* Utilize Microsoft SQL Server, Postman, IBM ERP and a variety of eProcurement systems such as Ariba, Coupa, Jaggaer, Nexus, etc.
* Manage B2B Procure-to-Pay deliverables including cXML punchout catalogs, PO, Terms Invoices and pCard Invoices.
* Write test cases and perform functional testing. Troubleshoot transmission errors and invoice response codes and messages.
* Develop process and training documentation. Facilitate new employee and customer training sessions.
* Participate in Agile sprint planning by creating user stories and managing backlog.

**Business Systems Analyst,** Florida Blue / GuideWell, 4800 Deerwood Campus Pkwy, Jacksonville, FL 32246. February 2018 – July 2018.

* Contract role through Alluvion Staffing, 4190 Belfort Rd, Jacksonville, FL 32216.
* Analyze current state process flow diagrams for payment processing system.
* Gather requirements from end-users and business stakeholders.
* Map requirements to current state process flow steps.
* Write user stories and support Agile sprint by testing user story for sprint review meeting and obtaining end-user acceptance.

**Business Systems Analyst,** Acosta Sales & Marketing / Mosaic Sales Solutions, 6600 Corporate Center Pkwy, Jacksonville, FL 32216 July 2017 – January 2018.

* Contract role through Alluvion Staffing, 4190 Belfort Rd, Jacksonville, FL 32216.
* Analyze Microsoft Access system used by subsidiary ADW/Costco, 1180 NW Maple Street, Issaquah, WA 98027.
* Gather requirements from ADW stakeholders in the Acosta/Mosaic Jacksonville office.
* Provide current state documentation for screens and reports, including business and functional requirements and process flow diagrams.
* Provide high-level gap analysis between ADW Microsoft Access system and Acosta proprietary and third-party systems with focus on the vendor management, product management and comparison-shopping modules.

**Business Systems Analyst**, PNC Mortgage, 5011 Gate Parkway, Jacksonville, FL 32256. Sept 2016 – July 2017.

* Participate in effort to enhance mortgage loan system to consolidate first mortgages and home equity loans onto a single platform of the Black Knight loan system.
* Complete data mapping between first mortgage and home equity loan fields.
* Review data mapping with stakeholders and developers, identify data gaps.

**Business Analyst**, FIS (formerly SunGard), 701 San Marco Blvd., Jacksonville, FL 32207. Jan 2014 – May 2016.

* Sole analyst role for PayNetExchange, a proprietary payment processing system.
* Gather and document business and functional requirements.
* Create Microsoft Visio wireframes followed by Adobe Photoshop images.
* Complete unit testing prior to QA regression testing.
* Manage backlog across Vendor Enrollment, Customer Implementation, Production Support and IT teams.

**Business Analyst**, Fanatics Inc., 6800 Southpoint Pkwy, Jacksonville, FL 32216. Jan 2013 - Dec 2013.

* Member of front-end product team for college and professional full and mobile sites.
* Liaison across Customer Service, Marketing, Designers, Database Administrators, .Net
* and Mobile Developers to support eCommerce business goals.
* Provide BRD including wireframe and process flows.
* Write test cases and perform unit and regression testing for websites. Collaborate with QA and facilitate UAT.
* Research competitor sites to learn latest trends and best practices.
* Analyze customer behavior to implement site experience opportunities through new

projects or small enhancements.

**Application Analyst / QA Specialist,** Garmin International, 1200 E 151st St., Olathe, KS 66062. Feb 2009 – Nov 2011.

* Successfully fulfilled the roles of Application Analyst and QA Specialist in the IT Application Development and Quality Assurance teams for my.garmin.com and buy.garmin.com full and mobile sites.
* Facilitate requirements gathering with Engineering, QA, System Architects, Developers, DBAs, UX, Marketing, Sales, Technical Writers, Call Center/Product Support, Finance and Business Development.
* Document process flows, wireframes, photoshop images, business and functional requirements and use cases. With move to Agile SDLC, documented user stories and acceptance criteria.
* Write test cases and perform functional testing. Identified and acquired devices or xml files needed for testing. Modified devices as needed for various software builds and available servers.

**PROFESSIONAL SKILLS**

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| --- | --- | --- |
| **Deliverables** | **Tools** | **Experience** |
| User Stories | Microsoft Word, Excel, Visio | Waterfall Methodology |
| BRD | Proprietary cXML system | Agile Methodology |
| Use Cases | Third party eProcurement systems | Requirements Gathering |
| RFP | Postman | Gap Analysis |
| RFI | Microsoft SQL Server | Data Mapping |
| Project Scope | ERP systems  | Process Improvement Analysis |
| Issue Log | SharePoint | Objective/Goal Setting |
| Agendas | VersionOne  | Problem Solving |
| Process Flow Diagrams | Axosoft/OnTime | Project Management |
| Wireframes & Site Maps | ElasticPath | Product Management |
| Training Materials  | HP Quality Center | QA / Functional Testing / UAT |
| Onboarding Documenation | Jira  | Data Mapping |
| Report Mockups | Bugzilla | Production Support |
| Test Cases | Confluence | Training |
| cXML  | Freshservice | Procure-to-Pay (P2P) |
| EDI | Zendesk |  |

**PROCURE-TO-PAY SYSTEMS**

|  |  |
| --- | --- |
| Ariba | Nexus |
| Basware | Opstech |
| Birchstreet | Oracle OSN |
| Coupa | Procurement Partners |
| Entrata | Reactornet |
| EqualLevel | Tyler Technologies / Tyler Munis |
| FacilGo | Unimarket |
| Fourth | Vroozi |
| GEP | Workday |
| Jaggaer | Yardi Sitestuff Direct |
| JDE | Zycus |