**WILLIAM O. FLORES**

Lakeworth, FL

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**Business Analyst – IT & Software Solutions**

Strategic Information Technology Lead skilled in guiding the organization's navigation of modern technology. Accustomed to driving efficiency and effectiveness by developing, delivering, and supporting strategic plans. Passionate about creating and delivering the vision for organization's technological needs and goals. Hands-on leader with exceptional organizational, critical thinking and prioritization skills. Demonstrated ability to translate technical requirements to business solutions. Bilingual English and Spanish. Areas of expertise include:

* Quality Assurance
* CCaaS Platforms
* Effective Leadership
* Systems Engineering
* Project Management
* Operational Oversight
* Analytical Problem Solving
* Customer Service Oriented
* Telecommunications Expertise
* ITIL Best Practices
* Data Migration
* Verbal & Written Communication

**Career Highlights**

* **Recovered $250K in unpaid order data**, delivering substantial cost savings and improving financial reconciliation.
* **Proven Project Manager & Leader**, recognized for successfully recruiting, retaining, and managing a team of 25 supervisors and staff.
* **Optimized financial operations**, consolidating a $60K bill and securing a refund of $28K+ in penalty charges, reducing unnecessary expenses.
* **Streamlined billing processes**, collaborating with cross-functional teams to achieve a **98% payment accuracy rate**, with only 2% requiring manual processing.

**Professional Experience**

**Shoes For Crews North America LLC** – Boca Raton, FL **Apr 2021 – Feb 2025**

**IT Business Analyst & Technical Documentation Writer**

* Developed and documented business requirements using user stories and acceptance criteria, ensuring clear and seamless translation into detailed technical specifications for IT solutions.
* Reviewed and analyzed partner-provided functional requirement documents to support the successful implementation of new systems and applications.
* Authored **comprehensive technical documentation**, including user manuals, system guides, API documentation, and software specifications, to ensure clarity and usability.
* Used **Jira Service Management** to put **ITIL practices** into action, helping improve how we handled incidents, changes, and overall service delivery across the organization.
* Worked closely with **project managers, developers, and subject matter experts (SMEs)** to gather technical information and translate it into well-structured documentation.
* Created **workflow diagrams, process maps, and instructional materials** to improve understanding of complex systems and applications.
* Collaborated with the BI team to gather and define reporting requirements, leveraging SQL to extract and validate data and Tableau to visualize key business metrics. Created detailed user stories to document data output needs, ensuring alignment between business goals and BI report functionality. Supported report development by analyzing data trends, validating results, and delivering actionable insights to stakeholders.
* Developed numerous SQL scripts using SQL Server Management Studio (SSMS) to support data analysis and reporting needs; reviewed database tables, data mappings, and stored procedures, and recommended enhancements to improve database functionality, data accuracy, and system performance.
* Collaborated on the implementation and enhancement of CCaaS platforms like NetSuite, driving feature development and optimizing system functionality to meet business needs.
* Maintained and updated documentation to reflect software updates, system changes, and new business requirements.
* Partnered with business, development, and support teams to address requirement-related concerns, clarify functionality questions, and ensure successful project execution.
* Utilized documentation tools such as **Confluence, Markdown, and Microsoft Word** to organize and format content effectively.

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**Bridgevine Inc.** – Miramar, FL **Jul 2008 – Dec 2020**

**Lead IT Business Analyst / Data Analyst**

* Led a team of 5 IT Professionals (Systems Analyst, Business Analyst and Developers) in the IT Operations area.
* **Developed and documented business requirements**, ensuring seamless translation into detailed technical specifications for IT solutions.
* **Partnered with vendors and consultants** to outline requirements, conduct document analysis, write process descriptions, and compile Agile use cases and user stories for new IT solutions.
* **Led cross-functional teams** in managing software projects from initiation through development, writing technical requirements, and guiding projects through the full lifecycle.
* **Collaborated with business analysts, developers, and stakeholders** to improve system performance, deploy IT solutions, communicate progress, and conduct testing and modifications to align with business requirements.
* **Managed internal IT system applications**, including website implementation, maintenance, and optimization.
* **Conducted training sessions and quality assurance** for new software applications to ensure seamless adoption and high-performance standards.
* **Directed enterprise-wide technology initiatives**, leading cross-functional teams in assessing impacts, identifying opportunities, and implementing technology changes.
* **Led issue resolution efforts**, assisting in troubleshooting and resolving tickets related to technology and business requirement concerns.
* **Participated in all phases of SDLC**, including requirement gathering, design, development, testing, and implementation of web applications using Agile and Waterfall methodologies with daily Scrum meetings.
* **Defined BI reporting project requirements** in collaboration with the BI team, leveraging SQL, Tableau, MicroStrategy, and Alteryx. Developed reports using SSRS, designed data models, created SQL queries, and built Tableau dashboards.
* **Resolved technical issues related to API applications**, identifying and fixing bugs to ensure seamless functionality.
* **Worked with Web APIs** to execute GET, PUT, POST, and DELETE operations, enabling efficient communication between web services and applications.
* **Partnered with database and web development teams** to design databases using SQL Server 2012 and conducted QA analysis on stored procedures for proper data consumption.
* **Developed and deployed XML Web Services and Web APIs**, demonstrating expertise in XML, JSON schemas, data modeling, and processing tools. Conducted deep-dive analysis on third-party XML schemas using SOAP UI Tool.
* **Collaborated with software architects and developers** to design database tables, data mappings, and business rules for web service APIs and portal UI projects. Provided recommendations, selection criteria, and analysis while contributing to the development and enhancement of products and frameworks.

**Additional Relevant Experience**

* **Alliance Entertainment Inc** – Coral Springs, FL | **Senior Telecom Analyst | Systems Engineer**
* **AutoNation Inc.** – Ft Lauderdale, FL | **Senior Telecom Analyst**
* **Global Systems Telecom Inc.** – Coconut Creek, FL | **Account Manager | Product Systems Manager**

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**Education**

* **Bachelor of Science (B.S.), Information Technology** | American Intercontinental University
* **Bachelor of Science (B.S.), Criminal Justice Administration** | University of Phoenix

**Technical Skills**

WAN's, Database Management, SITECORE Experience, SQL Server Management, Extensible Markup Language (XML), Hypertext Markup Language (HTML), MS Office Suite; Excel Workbooks & Macros, Systems Engineering for Voice & Data Networks, Telecommunications Information Systems, JIRA and GEMINI project management tools