**Mark Langer**

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 **Senior Business Systems Analyst**

Solutions-driven Senior Business Systems Analyst with 20+ years of cross-industry experience translating high-level business needs into scalable software solutions trusted by Fortune 500s to drive multi-million-dollar transformations, optimize delivery cycles, and turn ambiguity into actionable outcomes. Proven architect of enterprise-wide success through agile leadership, stakeholder alignment, and relentless focus on delivering faster deployments, cost savings, and user adoption.

**TECHNICAL SKILLS**

Requirements Gathering & Documentation | Project Management | Business Requirement Documents (BRD) | Functional Requirement Documents (FRD) | Data Mapping & Analysis | Functional Specifications | User Interface Design | Workflow & Process Design | RAIDD Log Management (Risks, Actions, Issues, Decisions, Dependencies) | HP Application Lifecycle Management (ALM) | Azure DevOps | Quality Assurance Standards & Metrics | Test Case Creation & Execution | Defect Tracking and Resolution | Computer Systems Validation | Technical Documentation | Release Management | Post-deployment Support

**PROFESSIONAL EXPERIENCE**

**CGI Technologies Miami Lakes, FL**

*Senior Consultant/Senior Business Analyst - Assigned to the JM Family account. Aug 2024 - May 2025*

* Implemented Agile methodologies and reengineered the Azure DevOps project storyboard, resulting in timely delivery and budget adherence for stalled enterprise software development initiatives.
* Directed user acceptance testing (UAT) for a large-scale migration from Cognos to Power BI by identifying and resolving functional discrepancies, driving quality assurance, and client satisfaction.
* Collaborated with developers, analysts, and leadership teams to align goals and streamline technical execution by solving blockers and improving collaboration across geographically distributed teams.
* Managed the Azure DevOps board to monitor team performance and flag potential delays by producing concise progress reports and visual dashboards for leadership review and audit readiness.
* Led Agile sprint planning and assisted with project managers to structure productive iteration cycles by maintaining momentum across deliverables by coordinating timelines, priorities, and task ownership.
* Captured, refined, and managed user stories to align development efforts with evolving business needs by holding detailed documentation and facilitating ongoing updates to reflect project milestones and client feedback.

**Willis Lease Financial Coconut Creek, FL**

*Business Systems Analyst Feb 2023 - Feb 2024*

* Project managed a comprehensive upgrade of the Leasepoint platform from version 4.8 to 5.4, coordinating all technical and operational components by delivering fully overhauled system and executing a smooth relaunch across organizational units.
* Assisted in reviving a stalled enterprise project by converting latent business requirements into clear, prioritized user stories and directing vendor development efforts to align with internal expectations for progress and stakeholder alignment.
* Facilitated collaboration between IT and business units, fostering shared understanding of technical and functional goals to bridge communication gaps, to accelerate project momentum, and eliminate process ambiguity.
* Identified and acquired a cost-effective software platform with expanded capabilities, reducing implementation timelines by five months through strategic vendor negotiations and workflow adjustments.
* Directed and conducted UAT efforts to validate system functionality and adherence to business requirements by providing immediate on-site support post-deployment to resolve issues and reinforce end-user confidence.
* Streamlined development workflows by identifying process inefficiencies and implementing refined coordination practices by translating business objectives into actionable development milestones aligned with project roadmaps.

**Moss & Associates Fort Lauderdale, FL**

*Senior Business Analyst/Consultant Oct 2022 - Jan 2023*

* Developed clear, actionable specifications for Workday by identifying core needs and engaging stakeholders across departments to identify, document, and manage business and functional requirements.
* Facilitated cross-functional design sessions to gain input, resolve discrepancies, and align solution designs with business priorities, fostering clarity and focus between technical teams and end users.
* Designed test plans and scenarios to validate functionality, identify defects, and confirm requirements were met by collaborating with quality assurance teams to manage user acceptance testing and refine processes.
* Owned and maintained the RAIDD log, tracking risks, actions, issues, decisions, and dependencies by monitoring each item from inception through closure, driving accountability and timely resolution across involved parties.
* Identified operational gaps and proposed scalable solutions to enhance business processes and system efficiency by collaborating with project managers to implement continuous improvement strategies across multiple project phases.
* Contributed to enterprise digital initiatives by supporting the deployment of a cloud-based Workday solution with applied analytical expertise to bridge legacy systems with modern platforms, accelerating organizational readiness and adoption.

**Rushmore Correspondent Lending Services Fort Lauderdale, FL**

*Business Systems Analyst Sep 2018 - Sep 2022*

* Developed functional and business requirements documents (FRD/BRD) to guide software development and integration efforts by analyzing business processes across multiple departments, following Agile and BABOK/IIBA best practices.
* Served as the primary liaison between the IT software teams and the business stakeholders, by serving as the project manager, and by translating business needs into actionable technology solutions by via requirement gathering sessions.
* Translated business objectives into structured user stories and journeys using Azure DevOps to support development teams by providing clear, prioritized requirements aligned with project goals.
* Led daily stand-up meetings for cross-functional, geographically dispersed software development teams, promoting communication, tracking progress, and facilitating rapid problem resolution under agile methodologies.
* Led post-deployment support initiatives by addressing user issues, providing training, and maintaining documentation for newly released features to boost system adoption rates by offering hands-on guidance and responsive communication.
* Collaborated on integrating proprietary software with third-party applications, validating data flows and functionality across platforms. Reviewed interface designs and confirmed technical compatibility with existing systems.

***Additional Experiences:*** *Business Systems Analyst at DCR Workforce (Oct 2017 - Sep 2018), Business Analyst at JDI Data, Inc. (Jan 2017 - Sep 2017), Senior Business Systems Analyst, Information Technology at BankUnited (Jul 2014 - Jun 2016), Project Manager, Compliance at Bayview Asset Management (Feb 2014 - Jul 2014), Business Systems Analyst, Information Technology at Bayview Asset Management (Jul 2009 - Feb 2014)*

*Senior Quality Assurance Analyst, Information Technology at Bayview Asset Management (Mar 2007 - Jul 2009), Quality Assurance Manager, Information Technology at NationsHealth Inc. (Jul 2006 - Mar 2007), Quality Assurance Analyst, Information Technology at United Auto Insurance Corporation (Aug 2005 - Jul 2006), Software Validation Analyst at Cordis Corporation (Aug 2004 - Jul 2005), Quality Assurance Analyst at IBM Global Services (Jul 2002 - Aug 2004).*

**EDUCATION & CERTIFICATIONS**

**Bachelor of Arts in Political Science and Management,** *Rutgers University*

Certified Business Process Analyst (CBAP), (BABOK), summer of 2025

Computer Systems Validation

Microsoft Project (MS Project)

Workday (various modules)

Agile & Scrum Methodologies

HP Application Lifecycle Management (ALM)

Systems Analysis and Design for IT Professionals

Team Leadership & Teamwork Training

Customer Service Excellence/Interpersonal Leadership Skills