

Business, Business Analyst. Reverse Chronological. Technical Writer seeks Business Analyst position. Requirements: college degree,¹ minimum five years of relevant work experience,² experience/understanding of business process reengineering and business modeling concepts,³ awareness of the business and information technology functions,⁴ and strong analytical and technical writing skills.⁵

MICHELLE ANN GERSHON

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BUSINESS ANALYST

Over 10 years' experience in managing and integrating information technology (IT) applications² for financial service and healthcare providers. Expertise: business and end-user requirements, project management, communicating business needs to IT staff, and quality assurance (QA) testing. Strong technical written communications skills, including ability to convey complex IT and industry-specific information clearly.⁵ Deadline-driven. Pay attention to detail. Excel in team and individual work settings.

RELEVANT PROFESSIONAL EXPERIENCE

Technical Writer [dates]
Medical Billing Co., Chesterfield, Mo.

Technical writing for non-profit medical billing and collection company, serving 50 major hospitals in the Midwest. Hired to author Health Insurance Portability and Accountability Act (HIPAA) compliance and IT information security policies.

- **Policy Development:** Wrote corporate and IT security policies to satisfy HIPAA regulations. Created corporate standard for policy and procedure documentation. Wrote and edited IT software documentation, policies, and procedures.⁴
- **Project Management:** Facilitated company's conversion from paper to automated data tracking and recordkeeping. Led project team to develop online Documentation Center. Researched commercial off-the-shelf and open-source software.
- **Disaster Recovery:** Worked with contractor to develop and implement disaster recovery plan and established business continuity plan. Managed disaster recovery testing; taught system to users.

Key Accomplishment
Successfully passed 2 external audits with no items of concern. (Company had previously been cited/fined for lack of information security policies with regard to HIPAA regulations.)

Project Coordinator (Contract position) [dates]
First Credit Co., Clayton, Mo.

Hired to coordinate several high-profile IT projects for this global financial services provider. Reported directly to a VP of the Consumer Internet Group. Supported project management staff (5 project managers with up to 30 people per team) to complete 15 IT projects, including Disney custom Internet site, Disney Rewards Card, Disney reporting, and Verified by Visa.

- **Project Coordination:** Developed and maintained project documentation including Project Plans, Action Items/Issues Logs, Critical Tasks lists, and Meeting Minutes.
- **Resource Management/Liaison:** Balanced changing priorities and business expectations to meet strict deadlines. Served as point of contact and liaison for all project staff.

Key Accomplishment
Significant contributor to Disney Rewards Card project—completed on time and under budget.

Business Analyst [dates]
College Finance Co., St. Louis, Mo.

Performed business process analyses for this national postsecondary education loan services company.

- **Business/Process Analysis:** Reviewed and analyzed business modeling operations; flowcharted all company processes and functionality.³ Developed and recommended business process improvements, identifying end-user and business requirements. Designed and prepared reports.

Key Accomplishment
Critical contributor to implementation of Phone Pay system, a PC application which automated loan payment process, saving over 100 manhours per month. Worked extensively with developers and QA testing; trained end-users.

Business Analyst/Technical Writer [dates]
Applied Card Systems, St. Louis, Mo.

Initially hired as Technical Writer; promoted to Business Analyst for this growing financial services company.

- **Project Management:** Managed projects according to System Development Lifecycle, ranging from application processing and collection system enhancements to new products, using MS Project. Identified end-user requirements and developed business requirements documents.
- **Software Implementation:** Developed documentation (user and technical manuals) for software applications and procedural documentation for all IT units.

Key Accomplishment
Provided liaison for IT-related projects with multiple business units serving 1,000 internal users.

EDUCATION, TRAINING, & CERTIFICATIONS

B.A.,¹ English, University of Missouri, Columbia, Mo. [date]
Webmaster Certificate, Penn State University [date]
Spherion eSQM Training Course (Internet Software Quality Management Methodology) [date]

COMPUTER PROFICIENCIES

MS Office: Word, Excel, PowerPoint, Access; SharePoint, Visio, MS FrontPage, MS Project; Adobe Acrobat, FrameMaker, Photoshop; TYPO3; HTML; Javascript; Test Director 6.0; Winrunner 6.02