**Kain Saetern**

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**Summary:** Current Senior Business Analyst seeking a position where I can utilize relevant knowledge gained from experience and training in a practical atmosphere. Hands-on and goals-driven professional, with a strong team player mentality, but also works well independently. Very quick learner and exceptional in multitasking and prioritizing based on company needs.

**Education**

**California State University, Sacramento**, Sacramento, CA June 2013

B.S. Business Administration, *concentration in Management Information Systems*

**Sacramento City College**, Sacramento, CA May 2009

A.S Graphics Communications

**Skills**

**Languages**

* VisualBasic.NET, C++
* Object-Oriented Methodology
* Structured Query Language

**Software**

* Database: WinSQL, Microsoft Access
* Adobe Illustrator, Photoshop, InDesign, Fireworks, Dreamweaver, Acrobat
* Microsoft Office (Word, PowerPoint, Visio, SharePoint)
* Excel (including VBA, Pivot Tables, Macros, Power Pivots, etc.)
* JIRA Issue & Project Tracking (SCRUM, Kanban)
* Basic SAP business management module
* Salesforce

**Development and Documentation**

* Unified Modeling Language (Activity, Use Case, State, Sequence, and System Diagrams)
* Requirements Gathering & Analysis (User Stories & System Requirement Specifications)
* Software Modeling (Hierarchy Charts, System Flow Charts)
* UAT (Master Test Plan, Test Cases)
* System Development Lifecycle Methodologies (SDLC)
  + Waterfall Model
  + Spiral Model
  + Agile

**Work Experience**

**VSP Vision Care,** Claims System,Sacramento, CA June 2019 - Present

*Senior Business Analyst*

* Applies project management methodologies including project plans, risk mitigation, issue tracking and communication plans.
* Establishes working relationships and build partnerships with business and IT staff.
* In-depth knowledge of available graphical tools, techniques and interfaces (i.e. Visio, PowerPoint).
* Good knowledge of how to define/derive business requirements and specifications and able to contribute insights in discussions with stakeholders.
* Migrates legacy claims validation to claims validation API.
* Troubleshoots and performs root cause analysis on claims system defects or bugs.
* Provides mentorship to fellow colleagues.
* Implements claims system testing and user acceptance testing.
* Creates user stories and/or system requirement specifications based on business needs for new system features or system enhancements.
* Participates in nightly system implementations and post system implementations.
* Collaborates with interdependent teams on corporate projects and serve as a subject matter expert regarding claims systems.
* Models and documents proposed process and system changes using modeling practices and tools.

**VSP Vision Care,** Claims System,Sacramento, CA July 2018 - June 2019

*Business Analyst*

* Lead business and technical partners with knowledge of relevant technologies while employing knowledge of business drivers.
* Translated business requirements to user stories or system requirments for moderate to complex business systems; ensure specifications align with business requirements.
* Reviewed departmental or procedures related to supported systems and proposes relevant changes/updates
* Troubleshooted defects and solve complex problems.
* Knowledge of industry accepted principles and methodologies.
* Worked in a structured team environment on task and timeline driven work.
* Thorough understanding of “business needs analysis” process and how system requirements relate to daily business operations.
* Analyzed data, identified process requirements/needs/problems to provide technical advice and logical solutions to problems .

**VSP Vision Care,** Product Benefit System, Sacramento, CA January 2015 - July 2018

*Business Specialist*

* Maintained and provided knowledge of the utilization and function of the current systems and processes at VSP to support business needs, projects, and issue research and resolution.
* Developed business process and procedure mapping within the assigned business area.
* Coordinated and gather information from other departments as necessary.
* Performed backup support and act as point of contact for other departments and other representatives in discussing proposed changes and the impacts to existing systems and processes.
* Served as a subject matter expert and assisted in technical and/or specialized work in the areas of design and development.
* Effectively communicated information to a wide variety of technical and non-technical individuals and groups
* Collaborated with development team on system design decisions

**VSP Vision Care**, Product Benefit System, Sacramento, CA May 2013 -December 2014

*Product System Analyst, Intern*

* Assisted in technical work in areas of design and development
* Documented current system capabilities for archives, audit, and testing purposes.
* Drafted system requirements specifications for system enhanced upgrades.
* Analyzed and maintained product data integrity.
* Worked in User Acceptance Testing

**References Available Upon Request**