**JEAN-MARC MUTANDA**

**Minneapolis, MN**

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 **Professional Summary:**

* 9+ years of experience working as a Data Analyst, Business System Analyst, and Business Analyst in Retail, Healthcare, Insurance, Banking, e-Commerce, Development, Finance, and Security industries
* Extensive exposure to Project Management, IT Development, System Implementation & Integration in major SDLC Methodology (Waterfall, Kanban, Agile and Scrum)
* Experienced in Data Analysis and Big Data management through Business Intelligence procedures, including Extract Transform Load (ETL) implementations, Gap Analysis, Data mapping, Data Reporting and Visualization
* Expertise in acting as liaison between technical teams, Business Analysis teams and end users, including wide exposure to Test Driven Development models
* Worked with program managers to develop detailed Project Plan, Budget, Scheduling, assigning milestones, and resource allocation
* Extensive experience gathering requirements in Identity and Access Management area with OIM and RSA Aveksa
* Highly motivated, organized and capable of working in groups, as well as, independently with minimal or no supervision
* Strong organizational, analytical, interpersonal and communication skills, team-player and self-starter

**Skills:**

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| * **Information Security**: Data Loss Prevention, Identity and Access Management, Access Provisioning
* **Methodologies:** SDLC, Agile, Scrum, RAD (Rapid Application Development)
* **Data Analysis:** Business Intelligence, Data Warehousing, Extract Transform Load (ETL) process for Big Data initiatives, Data Mapping and Manipulation, Data Cleansing, Data Visualization, Data Modeling, Process Analysis, Flow Chart, Business Process Mapping
* **B.I. Tools:** Microsoft Power BI, Alteryx, Tableau, Excel, PowerShell
* **Documentation:** Business Requirement Document (BRD), User Stories, Storyboard, Use cases, Functional Specification Document (FRD), Risk Analysis, BVA, Requirement Work Plan, RACI matrix, UAT Test Plan.
 | * **Languages:** Python, DAX, R, Visual Basic, SQL, XML, ASP, Java, Visual FoxPro, C, Pro C
* **Modeling Tools:** IBM Rational Rose, MS Visio, Erwin Data Modelling
* **Change Management:** CVS, HPSM, Clear Quest, JIRA, ALM, Test Director
* **Database:** Oracle, SQL, Sybase, Ingress, MS Access
* **Design and development Tools:** VISIO, Data Architect, Erwin, Req Pro
* **Other tools:** MS Project, Project Link, Project Link, Business Objects
* **Diagrams:** Wireframe, Activity, Block, UML, Collaborative Swim-lane, Business Process Flow, Decision Tree/table, Entity Relationship, Sequence, Class, Cause and Effect, Data flow
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**Experience:**

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|  | DELUXE Corporation | Information Security & Risk Management **10/2019 – Present**Data Loss Prevention (DLP) Analyst / IAM Security AnalystShoreview, MN *DELUXE is a financial services company dedicated to helping enterprises, small business and financial institutions deepen customer relationships through trusted, technology-enabled solutions, with over 4.8 million active small business customers and more than 4,600 financial institutional clients.* *The Information Security team, worked to help the organization manage risk, against cybercrime via the loss of confidential information, fraudulent requests for money transfers, and or access to our systems.** Designed data workflows and built Business Intelligence solutions and reports to monitor project's Key Performance Indicators (KPI) to ensure project deadlines and goals are met at a timely manner
* Leveraged Microsoft Power BI to visualize Data models and monitored the ETL systems, establishing a data driven business decision making culture within the organization, and enabling team leaders and stakeholders to stay up to date with security activities and events
* Managed the IAM access catalog to ensure employees have the right access to the applications that supports their appropriate roles, and maximized data integrity of our systems
* Automated processes including, Quarterly access reviews and Access provisioning using BI tools (PBI, SQL, PowerShell)
* Performed Data clean-up and application remediation projects to support entitlements/roles lifecycle
* Initiated role mining activities for various business units, establishing role-based access and providing subject matter experts (SME) visibility on their application’s access architecture
* Designed a DLP program compliant with current industry regulatory Security requirements (SOX/PCI), while remediating existing business procedures that effects over 50 different Business Units, 8500 active employees, and over 6000 managed devices.
* Improved the DLP policy roll-out status from 3% of active employees to 97% employees within a 5-month span; impacting over 6000 managed devices, helping the company protect over 520K potential confidential records that serves as the motor of the company’s growth and directly impacts the company's financial success.
* Identified and initiated over 150 remediation projects that effected over 50 different Business Units
* Worked with Security Architects and Engineers to fine tune the false positives detected within the data monitoring tools to help the process properly detect different data types, patterns and key words associated with actions and rules that generate and runs the DLP policies.
* Collaborated with the Business Information Security Managers to establish new business procedures and built educational program to raise employees’ awareness about Security policies.

CARGILL Incorporated | Infrastructure Hosting **08/2017 – 09/2019** Data Analyst / Business Intelligence AnalystHopkins, MN *Cargill is the largest privately-owned company, established in over 70 countries with the purpose of bringing food, agricultural, financial and industrial products to people who need them all around the world for over 150 years. The Infrastructure Hosting Services delivered Compute, Storage, Database, Backup and Cloud solutions to the organizations.** As the project’s Data Analyst, I designed the Data workflow and established Business Intelligence solutions to maximize the efficiency and frequency of the billing process and monitored over 15 major datasets critical for maximizing the accuracy of the team’s budget and billing
* Provided Business Intelligence solutions and created Data Analysis reports and Dashboards, providing exposure to assets' current and potential future state and translating the outputs into actionable items based on the essential Key Performance Indicators (KPI)
* Worked closely with Data Architects and Database Engineers to find efficient solutions to establish live connections to the organization's critical datasets
* Utilized Tools such as Alteryx and MS Power BI to Build Data models and monitored the ETL system, enabling the global organization to instantly access and view the data based on their business needs
* Built Analytical Applications, scripts and customized functions that automated data retrieval from legacy tools and infrastructure products
* Created connections between database sources like Oracle and SQL, cloud sources including AWS and Azure, SharePoint and API enabled sources to retrieve asset utilization information
* Visualized organizational data by building interactive reports, allowing end-users to filter and slice their data for their business needs, while enabling team leaders and stakeholders to discover new and insightful information, empowering them to create personalized reports used to tell insightful, summarized stories about their data to the bigger teams
* Created reports and dashboards to monitor the assets' utilization, patching, billing and asset lifecycle.
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|  | TARGET CORP | TTS - Identity & Access Management 01/2016 - 07/2017Data Analyst / Business Systems Analyst **Brooklyn Park, MN** *Target is amongst the top 10 largest retailers in the United States with a strong focus on creating exceptional guest experience and a passion for innovative product designs. The Target Technology Services (TTS) delivered and maintained the technology used at all of Target’s locations, including stores, distribution centers, and headquarters in the U.S and around the globe.** As a Business Systems Analyst in the IAM and Security organization, I deployed various TTS regulated applications within the IAM provisioning system
* Identified and actively engaged with the key stakeholders, subject matter experts (SMEs), and end users to understand current processes and validate organizational objectives
* Created product backlog by translating business requirements into features, epics and user stories
* Managed and maintained the product backlog throughout the product development
* Enrolled regulated applications and core financial applications into the Oracle Identity Management (OIM) tool, in order to centralize access and maximize the applications
* Reviewed and prioritized the product backlog based on stakeholders and SMEs feedback on their business values and priorities
* Created application entitlements through OIM for disconnected applications hosted on various platforms, including Mainframe and SAP, to simplify the way access was provisioned to users (team members/contractors/ and guests)
* Performed Role mining exercises from large pools of users, in order to establish Role based access (RBAC) for many different product teams at Target, minimizing the amounts of access requests required per team members and vendors, while decreasing the amount of entitlement membership reviews
* Created data access documentation capturing application specific details associated with the access construction and system architecture of over one hundred regulated applications, including SOX and PCI applications
* Analyzed and documented business requirements and shared with stakeholders for approval
* Created process flow diagram for "As-Is" and "To-Be" to elicit and gathered business requirements
* Created release plan along with stakeholders and socialized with development team
* Participated in sprint pre-planning meetings, validated the scope for each user story that was intended to be worked upon in the upcoming sprints
* Participated in the sprint planning meeting, answered questions from the scrum team and helped them in breaking down and sizing the stories
* Participated in daily scrum meetings and helped scrum master in removing impediments
* Managed sprint review meeting and helped scrum team in demo of working software, ensured the sprint outcome covered the business asks
* Documented stakeholders feedback discussed during sprint demo and added to product backlog
* Partnered with the scrum master and coordinated the sprint retrospective meetings to discuss lessons learned and future course of action
* Prepared SOX and PCI applications for Quarterly Access Reviews (QAR) by performing functional monitoring testing and quality testing to ensure Target remained compliant with federal regulations
* Collaborated with multiple application teams (developers and system administrators) to a enroll legacy applications into the OIM system, and assisted with any remediation activities necessary to bring the applications' access constructions to the enterprise standard
* Managed the OIM catalog, ensuring that all catalog items stayed at a healthy status according to catalog standards by performing weekly clean-up activities
* Collaborated with cross-functional teams, when necessary, assisted with functional monitoring activities that directly fed into regulatory audit activities.
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|  | SUPERVALU, Inc | IT Infrastructure 11/2014 - 12/2015Business Systems AnalystEden Prairie, MN*SUPERVALU is a grocery industry leader, serving customers through over 3,400 owned, licensed, franchised and affiliated stores across the country. The project involved working on an E-commerce Custom Developed Point of Sale/Inventory Management Application which was PCI/SOX compliant. As Business Analyst, my role involved collaborating with Business & IT Dev Team to enhance the in-house built application.** Elicited and documented requirements in Business Requirement Documents (BRD), Use Cases, and Functional Specification Documents (FSD) for the assigned projects in a timely manner
* Understood the entitlement provisioning architecture and elicited requirements to populate application into OIM
* Identified application owners, role/entitlement approvers and security administrators and worked closely with them where needed
* Created application profiles based on the individual application architecture and access model including Role-Based Access Control (RBAC), Permissions and Entitlement, User Rights etc.
* Facilitated Requirement gathering meetings (JAD) to review bug fixes and requirements for specific releases based on the stakeholder's priorities
* Maintained a close and strong working relationship with teammates, developers, testers and management staff
* Supported system and unit testing to help debugging of programs and record any defects
* Collaborated with developers, change management, configuration management, technical application experts and quality assurance during production releases
* Assisted the development team with the changing requirement documents
* Working with Supervalu Technical Services to manage and mitigate risks throughout Supervalu (Technology, Governance, Risk and Controls) to ensure E-commerce Custom Developed Point of Sale/Inventory Management Application which was PCI/SOX compliant
* Attended and participated in the Daily Status / SCRUM Meetings
* Collaborated with cross functional teams to analyze the requirements
* Provided support for the application development and QA teams throughout the stages of the project lifecycle
* Prepared work plans to help implement solutions
* Reviewed current and future states to identify what needed modification to accomplish change and propose future road map
* Worked with the B2B and B2C Groups, analyzing their web services
* Collaborated with multiple teams on technology risks and gap analysis throughout Supervalu
* Elicited requirements for the automated day-to-day management, provision users, and synchronize user accounts from Active Directory across the enterprise
* Delegated administration and permissions with "roles" and "rules"
* Consulted with retailers nationwide on Sales and Implementation lifecycle from initial demonstration, through implementation and training and transition to support for normal usage
* Managed transition of software configuration from a retail product-based component to specialized licensing to reduce cost of development and support
* Governed project timelines, meeting attendance, facilitation, and expected requirements sign off.
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|  | Allstate Corporation | Property & Casualty 07/2013 - 11/2014Business Systems AnalystNorthfield, IL *The Allstate Corporation is the largest publicly held personal lines property and casualty insurer in America. Project involved working as an integral component as a business analyst on the Life70 claims application for ordinary and group insurance products.** Collaborated with Business Partners and Clients to gather Business requirements for projects using various requirement gathering processes like JAD, Interviews, Brainstorming and questionnaire
* Prepared Business Requirement Document (BRD) outlining all the details for the project which can be used by system analysts
* Incorporate access provisioning and entitlement review requirements to RSA Aveksa
* Implemented automated Birthright access requirements, RBAC (Role Based Access Control) for all applications via data mining / business requirements, Entitlement Reviews, Complex Approval configurations, Transfer Reviews, Approval Delegations, etc.
* Reviewed existing system manuals, design documents and user guides and created As-Is Business Process flows using Visio
* Documented and detailed all the requirements in Business requirement document which can be used by various IT team to develop the proposed application/system
* Documented, analyzed, defined and managed the user and system requirements
* Continuously reviewed the product being developed to ensure it meets the end user/customer's requirements throughout the various phases of SDLC
* Worked closely with UI team and App Dev team to define the various features of the future product which aligns with the User requirements and needs
* Responsible for supporting the systems definition process in developing applications by ensuring those requirements are accurately reflecting the Business processes and understood during the design and development of the application
* Acted as a liaison to the testing team to facilitate them to prepare system test plans and creating TSP documents
* Validated the test plans in walk-through meetings during build phase
* Provided postproduction support/analysis and assisted in performing User Acceptance Testing (UAT) and performance testing
* Resolved technical and Business queries rose during various project phases by coordinating with Business teams, App Dev team and Solution Architects.
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|  | RSA Medical 10/2011 - 07/2013Senior Business Analyst Naperville, IL*RSA Medical is a leading provider of medical assessment and medical management for patients interacting with life and health insurance companies. The Agile project involved collaboration between IT and healthcare assessment team for enhancements to the main home page Portal application and integration with associated applications, systems and platform.** Assisted in the Identification of data elements deemed PHI (Protected Health Information) as per HIPAA compliance
* Analyzed Historical data for the conversion to the new layout
* Worked on Data Analysis related to ICD9 to ICD10 qualifiers
* Interviewed Business users, SMEs, end users and gathered requirements for To-Be Systems
* Defined Project Scope and worked with the development team to create User Stories as per requirements
* Worked closely with the SCRUM Master to understand the sprint needs
* Worked with the Product manager to understand the initial need of the Business
* Worked to organize the sequential sprints backlogs and deployments as per Business defined priority
* Attended Sprint planning meetings along with the IT Team to better understand the scope of the sprint and the Business needs user story complexity and Business priorities
* Facilitated Requirements walk-through with Business and IT stakeholders and prioritized requirements across sprints
* Assisted the Project Manager in building the release roadmap
* Worked with SharePoint 2012 to organize, update and store documents related to the Project
* Created Detailed Functional Specifications based on the high-level requirements
* Coordinated with the offshore development teams and acted as a primary point of contact for the requirements/Business rule clarification
* As a BA, attended and participated in the Daily SCRUM Meetings
* Assisted Quality Assurance Testers in preparing System Test Cases and clarified the requirements
* Prepared User Acceptance Test Cases and ensured that all Business and Functional Requirements are adequately covered by the UAT Test Cases
* Performed Business Requirements, Functional Specifications, UAT walk-through with the team members and incorporated modifications and obtained Sign-off
* Produced clear user manuals & training guides for User Acceptance Testing (UAT) and deployment with step-by-step instructions and created appropriate GUI screenshots
* Managed Requirements Churn and worked with Business to ensure that requirements changes are captured and completed before code freeze for sprints
* Conducted Business Acceptance Testing and subsequent Demos for the IT team in Sprint review meeting
* Conducted functionality demo for the Business when delivering the sprint items
* Participated in sprint retrospective meetings
* Assisted Business User during deployment in formulating User Acceptance Testing (UAT) for customized application and getting confirmation for product Release
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|  | **Education:** University of Minnesota - Twin Cities Minneapolis, MN Bachelor of Arts: ArchitectureBachelor of Arts: Art |

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