***Paul Ryan LSSBB, PMP, SSGB***

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**Business Analyst - Product Owner**

***SUMMARY OF QUALIFICATIONS***

* An innovative, highly resourceful, and customer-centric professional with extensive experience on short-to-long-term (2 months to nearly 3 years) projects
* Industry and environment experience includes retail/eCommerce, financial, insurance, healthcare, non-profits and associations, hospitality, education, automotive/transportation, boutique, and “Big 4” consultancies, as well as local, state, and federal governments
* Proven track record as a contractor and consultant to enhance key metrics, drive operational effectiveness, mitigate waste and risk, and foster business expansion and sales growth
* Certified Lean Six Sigma Black Belt and Project Management Professional (PMP)

***EXPERIENCE***

Consultant/Contractor/FTE, 2004 - Present

*Course Developer, Instructor and Facilitator; Documentation and Research Specialist* 8/2020-Present

* Perform as a freelance resource in these roles when not on a full-time engagement (since 2007)
* Documentation types include process maps, training guides, and job aids
* Course and workshop topics include project management, Six Sigma (process improvement), customer service, information management, communications for professionals, and software applications

*Product Owner/Business Analyst* TBC (automotive services/retail), 9/2019-8/2020

* Served as the liaison between the franchisees and internal teams, including executive leadership,

marketing, creative, and information technology

* Managed the creative/design, user experience, training documentation creation, and maintenance of 2 eCommerce websites/portals (revenue of $170MM), for franchisee purchases, training, and POS (point of sale) and consumer website content management
* Projects included implementing analytics tools, website navigation enhancements, digital customer reach out campaigns, and customer relationship programs

*Project Manager & Product Owner* G&A Partners (PEO/HRO/BPO), 11/2018-8/2019

* Projects included legacy application data and report migration, employee onboarding compliance and standards, and the development of a human resources management web portal

*Project Manager & Product Owner* Softvision, 3/2018-10/2018

* Served as a consultant on a PwC project, managing four workstreams in an agile/scrum development environment, for various financial operations initiatives
* Managed user experience/user interface (UX/UI) and database front/back-end development teams, approximately 25 employees and contractors in the US, Canada, Ukraine, and India

*Business Analyst (Sr) & Training Material Developer* (contractor) JM Family Enterprises (automotive distributor, retailer, and financial services provider), 11/2016-12/2017

* A change management, SaaS/Cloud ERP (NetSuite/Oracle), financial (payroll, RTR, OTC, and expense), human resources (Ultimate/UltiPro) integration, and data migration/retention/purge project
* Created business cases, defined key success factors, and developed system navigation and business process user guides
* Served as a liaison between the vendors (including Ernst & Young) and the staff and executives of various business units to evaluate and communicate the recommended process and system improvements

*Business Process Consultant* State of Florida, 7/2016-10/2016

* For this financial systems and operations engagement, developed an inventory of the systems and processes

within each agency, and created functionality profiles to determine the system replacement project scope

* Conducted interviews with agency management and staff to validate and solicit information on the system functionality and the requirements in relation to federal and state laws, rules, and policies
* Developed the business case for the selection of an ERP (enterprise resource planning) and financial operations system to replace the legacy system

*Program Manager*Office Depot, 12/2013-7/2016

* A long-term contract (reporting to the vice president of operations & merchandising of eCommerce) managing the company’s multi-million-dollar Amazon marketplace operations, overseeing sales, customer relations, supply chain, and loss prevention
* Established KPIs (sales, P&L, and customer satisfaction), and created customer service training guides
* Collaborated with customer service, merchandising, marketing, supply chain, transportation, IT, financial operations and vendors for optimizing price points, inventory control, and customer support
* Responsible for improving customer satisfaction ratings by approximately 40% within the first 6 months,

and increasing year-over-year sales up to 20%

*Business Analyst (Sr) / Project Manager* (interim**)** (contractor)ADT/Tyco (Johnson Controls), 4/2012-7/2013

* Projects included the separation of corporate applications for a data privacy and compliance initiative, the development of a global data warehouse, the analysis and sun-setting of operational reports, as well as the implementation of a SaaS sales commission solution
* Interacted with various business units, external customers, and field and corporate office staff to elicit requirements, and develop documents including business requirements, report statistics, and user surveys

*Business Analyst (Sr) and Team Lead*(contractor) AlphaStaff(PEO/HRO), 8/2011-2/2012

* Gathered requirements from internal stakeholders and clients, performed business process modeling,

developed business intelligence (BI) reports, conducted quality assurance and user acceptance testing

* Created the web-based tutorial and online help content for a human resources self-service portal

*Business Analyst*(contractor)PAR, 3/2010-11/2010

* Hospitality/retail content management/self-service portal (front and back-office operations) for the company's point of sale (POS) clients; the system functionality included supply chain and inventory management, sales analysis and forecasting, and workforce management
* Developed story cards integrating use cases, business rules, test scenarios, user interface wireframes, and workflow/process flow diagrams

*Consultant/Project Manager*Broward Health System(5th largest health system in the U.S.)and *Catholic Health Systems* (one of the largest health care providers in the south), 1/2007-10/2007

* Projects included market expansion, business intelligence, process and system improvements, third-party administration (TPA) provider relations, and customer support operations
* Performed process and gap analysis of the insurance claims operations, and conducted vendor research for the development of an RFP
* Gathered and analyzed data (including patient demographic/utilization, geographic, and facilities) from internal (interviews, surveys, and the informatics systems), government, and vendor sources
* Interacted directly with the COOs and staff to implement project plans and strategies, streamline the data analysis process, and develop revenue and utilization projections of potential ancillary services

Process & Business Analyst/Instructional Designer/Team Lead(contractor)*Spherion*, 3/2004-1/2007

* Projects involved business process improvement, business intelligence, change management, and ERP system development and integration, for Sarbanes-Oxley (SOX) and personally identifiable information compliance
* Interacted with subject matter experts (including executives) to conduct process and gap analysis, identify performance measurements, and optimize the system reporting
* Conducted quality assurance testing for the user interface workflows
* Developed documents, including functional specifications, job aids, online courses and evaluations, and facilitator and participator guides for use by corporate and field associates in 600-plus offices (5,000+ users), as well as the company’s clients

***EDUCATION***

* Bachelor of Science, Business Management, Towson University
* Courses include process improvement, project management, product owner and agile/scrum

***CERTIFICATIONS***

* Lean Six Sigma Black Belt (American Society of Quality (ASQ) Body of Knowledge)
* Six Sigma Green Belt (ASQ)
* Project Management Professional, Project Management Institute (PMI)
* Secret security clearance (inactive status)

***TECHNOLOGY, METHODOLOGY and COMPLIANCE ENVIRONMENTS***

* eCommerce software/platforms, including ChannelAdvisor, CommerceHub, SAP
* Digital marketing/analytics tools including Google Analytics, Full Story, SMG, and surveying
* ERP, Financial and CRM SaaS/Cloud, including PeopleSoft, Salesforce.com, NetSuite, and Oracle EBS
* LMS/Web/computer-based training/development and content management, including Canvas and UPK
* User acceptance testing (UAT), regression testing, test scenario and case creation
* Microsoft Office suite, including Project, Visio, SharePoint, Visual Studio, and Team Foundation Server
* Agile/Scrum, waterfall methodologies
* Financial analysis applications, including total cost of ownership (TCO) and ROI (Return on Investment)
* Order management systems (OMS), and point of sale (POS) systems
* Helpdesk, requirements, and QA applications, including Remedy, ClientSpace, Ivanti, Jira
* Business intelligence and reporting applications including Cognos, SAP BusinessObjects, and Informer
* Human capital management applications including SaaSHR and PrismHR
* Sarbanes-Oxley (SOX), PII (personally identifiable information), PCI (payment card industry), ISO 9001