|  |  |
| --- | --- |
| Warren Gonsalvez  Business Systems Architect/Analyst | |
| Profile Over 10 years of experience as a *Business Architect/Systems Analyst* spanning System Development Project Life Cycles from initial business requirements and project scoping through system implementation and post-project analysis. Excels in planning and executing complex projects while committing to quality, time frame and budget.  Have significant experience in redesigning and optimizing business processes, designing and documenting workflow automation, developing business and technical requirements, mapping and defining data models, ensuring quality control and designing project artifacts. Have assisted clients in leveraging technology and streamlining processes to support the strategic vision of the organization. Employment HistorySystems Architect at HCSC, Richardson, TX April 2018 — April 2020   * Analyzed the operation of the current **Java** based software systems used in HCSC sales applications * Evaluated new business requirements and changes needed to existing software systems based on usability and cost effectiveness * Worked with system administrators and architects to understand and formulate how the current applications could be integrated with other **PEGA** and **Salesforce** based applications * Evaluated data, hardware and software components and proposed new system designs that met operational requirements and HCSC quality standards * Ensured that system architecture is compatible with existing Spring framework and Websphere components * Evaluated the **JSON-WSP** webservices that and worked with software developers to ensure that new solutions are designed appropriately * Developed cost models based on the system concepts finalized to meet business requirements * Documented user stories with the requirement descriptions and acceptance criteria in Jira * Worked in Kanban to manage the development and implementation of critical production defect fixes  Business Systems Analyst III at Mr. Cooper, Coppell, TX September 2014 — February 2018   * Dealt with all portfolios within the mortgage industry from Originations, Servicing, Default and Reverse Mortgage * For waterfall projects - Created Business Requirements and converted them into detailed Use Cases, Report Specifications and Non-Functional Requirements * For Agile Projects - Created User Stories, conducted prioritization meetings with product owners, grooming sessions with the team, daily stand up sessions and other agile practices such as sprint planning and retrospectives * Developed business flow diagrams, Activity/State diagrams and Sequence diagrams using MS Visio * Created data models and data flow diagrams for the to-be process * Performed Data Analysis and Data validation by writing queries using SQL Developer against the ORACLE database * Worked on the integrating mortgage servicing platform LSAMS and the Datacap data extraction application to extract data to successfully process check payments * Worked in the design and integration of the lockbox application and the content management system to make sure that all payments and the required documentation were captured * Created Data Extracts and scheduled file transfers out of the Salesforce Exact target application to get customer related reports * Managed projects which involved bursting blobs and convert them to classified mortgage documents * Worked on internalization of all borrower communication which involved creating letters in-house via Planet Press, archiving the letters in FileNet and transferring eligible letters like Billing Statements and Year-End Tax Statements to the Azure Cloud location for e-delivery to the customers * Worked with multiple teams to integrate FileNet and Datacap with the Reverse Mortgage servicing and payment processing system (CHIP)  Business Systems Analyst at Capital One NA, Plano, TX August 2012 — August 2014   * Successfully used **Agile/Scrum** Method for gathering requirements and facilitated user stories workshop. Documented User Stories and facilitated Story Point discussions in **Version One** * Worked with the technical team to design web services to integrate **Chordiant** with **DGW**, thereby facilitating the automatic creation of cases in Chordiant * Worked on the design to integrate DGW with **MSP** using web services to facilitate the transfer of information between **SASSy** and **MSP** * Worked in integrating **E-box** with **MSP** for automating payments received through bill pay accounts * Developed flow diagrams for Business process of the company using **Microsoft Visio** and participated in discussions with the UX team to develop mockups * Worked with reporting teams to generate Terradata reports for various business functions * Organized and managed all phases of the software testing process, including planning tests, writing test cases, executing tests and tracking defects using Quality Center  Systems Analyst at Bank of America, Addison, TX July 2012 — August 2012   * Involved in integrating Equator with the i-Series AS400 mainframe database from where the data is being pulled * Detailed out specifications to build two interfaces between i-Series and Equator   + UC1 - real time interface (web service)   + UC4 - batch interface * Created data mapping documents for evaluating the UC1 and UC4 fields with the interface data fields from Equator  IT Business Analyst at Zeomega Inc, Frisco, TX August 2011 — July 2012   * Involved in the conversion of ASC X12 version 4010 to ASC X12 version 5010 for certain electronic health care transactions, under the authority of HIPAA rule * Incorporated HIPAA standards, EDI (Electronic data interchange), Implementation and Knowledge of HIPAA code sets, ICD-9, ICD-10 coding * Adopted two medical code sets for use in reporting diagnoses and inpatient hospital procedures in health care transactions (ICD-10) * Performed GAP Analysis of the transition from HIPAA 4010 to 5010 (EDI 835 and 837) focusing on how current transactions and system will be affected by the new 5010 compliance  Systems Analyst at Bank of America, Addison, TX December 2010 — May 2011   * Conducted JAD sessions with managers and business users to detail requirements of various projects on different pricing and payment systems such as Houdini, EPS, Horizon, GFE and monitoring systems such as DDOX * Performed data mapping and metadata analysis using MDR (Meta Data Repository), and assisted in creating detailed mapping documents * Used Reporting tools like Viper for Incident and Interaction management * Worked in the design and development of simple to complex data models for Mortgage Pricing websites like Houdini, EPS that meet business requirements * Created functional requirements for monitoring the existing DDOX application | Details Dallas, TX (M):469-867-7140 (E):warrengonsalvez@outlook.com Skills Agile/Scrum *- Experienced*  Agile/Kanban *- Experienced*  Waterfall *- Experienced*  Service Oriented Architecture (SOA) *- Experienced*  E-commerce *- Experienced*  Salesforce *- Experienced*  ETL *- Experienced*  SQL Server *- Experienced*  Meta Data Repository *- Experienced* Languages English *– Expert* Education Master of Science, University of Texas at Dallas, Richardson, TX Information technology & Management  Bachelor of Technology, Rajiv Gandhi Institute of Technology, Kottayam, Kerala, India  Civil Engineering |