Inez Finnigan

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**7142936483**

Business/Technical analyst with experience with requirement gathering, systems design, agile scrum testing for call center and interactive voice response system.

Experience

Principal Information Systems Analyst, County of Los Angeles; Norwalk, CA 02/13-7/20

Responsible for maintaining a complex cloud-based case management system serving the entire LA County and interfaces of external systems to our case management system. Supervise a team of information systems analysts and technical staff to develop, implement and maintain software applications for the 40 counties on 2 different welfare systems: CalACES on AWS and CIV. Prepare California welfare systems (CIV & CalWIN) for implementation of California’s statewide system CalSAWS on AWS.

* Attend meetings in person or on Skype/Teams for business and technical design implementation.
* Review project proposals, design documents, deliverables on SharePoint and provide input as subject matter expert.
* Coordinate on SharePoint, Teams, Zoom & Skype with business and technical staff to develop and implement software applications.
* Escalate and resolve issues on Service Now with other technical staff, outside agencies and vendors.
* Project management using Rational throughout the system lifecycle to ensure implementation budget and timeline are met.
* Create reports using Oracle BI for fraud prevention and detection.
* Create executive adhoc reports in Excel using Google Analytics, Access and TOAD queries two databases (Website and Case management system). Create monthly report with technical staff on Oracle BI
* Review RFP, statement of work for California’s new case management systems (CalACES & CalSAWS).
* Identify and confirm the requirements and review RFI/RFP/RFQ for the procurement of California’s new client benefit website to access information for their welfare cases.
* Participated in the vendor selection process of California’s new client benefit website.

Information Systems Analyst, County of Los Angles; El Monte, CA 5/08-2/13

Technical analyst to analyze user needs, enhance function changes and maintenance of existing software systems for the Department of Social Services.

* Analyze requests for change from end users for feasibility.
* Develop business and technical requirements from end users requests for system and interface changes.
* Call center and Interactive voice response requirements gathering, interface design and implementation.
* Coordinate with technical staff, end users, business analysts, change managements on SharePoint to develop and implement system changes. Act as liaison between end users and technical staff to understand business need.
* Project management using rational throughout system development life cycle.
* Create and document test cases, scenarios and scripts for validation testing.
* Agile testing in various test environments.
* Document defects with JIRA, HPQC and Rational software.
* Confirm changes are ready for implementation and coordinate with change management to implement system changes.
* Provide support, develop and train end users on upcoming system changes.
* Document system release notes on SharePoint and Rational and training materials on Word.
* System test using agile methodology for client’s benefit website.
* Validate system interfaces between client website, case management system and other external systems.
* Troubleshoot issues reported by end users using SOAP UI.
* Query databases using MS SQL for troubleshooting. Implement reports with Oracle BI.
* Review RFP/RFI/RFQ & statement of work for the migration/implementation of the LA’s case management system from LEADER to LEADER Replacement System.

Information Systems Analyst, County of Los Angles; Commerce, CA 5/01-5/08

Technical analyst to analyze user needs, enhance function changes and maintenance of existing software systems for the Child Support Services Department.

* Analyze requests for change from end users for feasibility.
* Develop business and technical requirements from end users requests for system and interface changes.
* Coordinate with technical staff, end users, business analysts, change managements to develop and implement system and interface changes. Act as liaison between end users and technical staff to understand business need.
* Provide support, develop and train end users on upcoming system changes.
* Document system and interface changes for release notes and training materials.
* Agile or waterfall testing including system validation, quality assurance, user acceptance and implementation testing.
* Validate systems post implementation.
* Troubleshoot issues reported by end users and document defects using Rational.
* Review RFI & RFP for the migration of LA’s child support automated case Management system to California’s statewide child support automated case management system.

Child Support Officer, County of Los Angeles; Commerce, CA 9/98-5/01

Enforce child support court order for interstate division for LA County’s Child Support Services Department.

Typist Clerk, County of Los Angeles; Lakewood, CA 12/97-9/98

Administrative assistant for investigation division for LA County’s Department of Children and Family Services.

Education

Long Beach State 6/93-6/97

References

Laura Chavez chavezl@calsaws.org

Judith Roldan roldanj@calsaws.org