ANTHONY D COLEMAN

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OVERVIEW

I am a results-driven Senior Business Analyst with proven experience reengineering projects and creating process improvements for clients and corporations. Responsible for representing the "voice of the customer" by maintaining a focus on user journeys to ensure that both internal and cross-platform teams develop value streams that maximize business features to deliver value-added functionality.

CAPABILITIES AND SKILLS

BUSINESS ACUMEN & PRODUCT OWNERSHIP	• 10+ years of experience in various roles as a Product Owner, Senior Business Analyst, System Analyst, Business Rules Manager, and Data Analyst. • Lead workflow process improvement and redesign sessions with business stakeholders, while identifying and/or recommending opportunities for improvement by explaining process change assessments while stressing risk and financial impacts. • Expert in creating digital user experience by leveraging Product Story Maps. Ensuring all teams have "Shared Understanding" of the user journey and business needs by providing clear and accurate definition of activities, tasks, and features. • Expert Agile/Scrum/SDLC experience in creating business, functional, system requirements, User Stories, Acceptance Criteria, Use Cases. • Experience executing projects leveraging agile/scrum methodology as contributor and/or facilitator of key ceremonies including daily scrums, sprint planning, backlog grooming, defining MVPs, sprint reviews, and spring retrospectives. • Experience in developing and documenting Product Story maps, process models, workflows, business rules, solution diagrams and other key techniques and tools for effective capturing of product requirements and ensuring scalability of processes.
INDUSTRY SUBJECT MATTER EXPERT (SME)	• *Healthcare (Change HealthCare & McKesson) – CRM & CLM (Salesforce & Apttus)* • *Software Hardware Computer Electronics (NCR) – CQP (Configure Price Quote)* • *Beverage Soft Drink Industry (Coke Cola) – CMS (AEM - Content Management System)* • *Telecommunications (Cox Communications, Inc.) – Billing, Paperless Redesign, Tier Products.* • *Insurance (Assurant Solutions, Inc.) – CRM (MS Dynamics) Warranties, Claims, Adjudications* • *Finance/Banking (SunTrust) – Residential, Automotive Lending & Underwriting Automation* • *Government (State of Michigan) – Medicaid Management Systems, State Web Portal* • *Automotive (General Motors & Delphi Automotive Systems) – Global Warehousing Logistics Solutions.*
BUSINESS ANALYSIS SKILLS & TOOLS	• CRM (Salesforce), Contract Lifecycle Management (Apttus), Content Management Systems (AEM, Sitecore), JIRA 7.3, Confluence (Wiki), MS Visio, Balsamiq Mockups, Axure, SnagIt, MS SharePoint. Knowledge of UML and Data Modeling documentation methods.

PROFESSIONAL EXPERIENCE

SENIOR BUSINESS ANALYST   **02/18 – 6/18**

Change HealthCare, (McKesson), Alpharetta, Georgia, (contract employee)

ROLE: SENIOR BUSINESS ANALYST:
- Responsible for leading discovery and requirements gathering sessions.
- Eliciting user journey's and experience for both current and future state.
- Cross matrix of existing features and functionalities vs future state features, functionalities, and limitations.
- Field definition and mapping from legacy to future

- Created, solicited and promoted MVP
- Backlog prioritization via excel repository template.
- Created all UAT (user acceptance testing) scripts based on acceptance criteria.
- Facilitated grooming sessions with DEV team to provide a "shared understanding" and clarity for components, epics, and user stories

SENIOR BUSINESS ANALYST   **04/17 – 12/17**

NCR. Inc., Duluth, Georgia, (contract employee)

ROLE: PRODUCT OWNER/ SENIOR BUSINESS ANALYST:
- Primary interface with business stakeholders. Evaluated business needs, propose recommendations, offer alternatives, and helped drive definition of the MVP along with backlog prioritization.
- A solid understanding of the front-end systems and how they support workflows and customer-facing features.
- Worked closely with UX design team to get project "features" visualized into development ready mockups.

- Experience managing teams, influencing without direct authority, and leading a team of analysts, UX design team, and Development engineers.
- Responsible for user acceptance, assisting Scrum Master in feature release planning; included defining visually MVP and Product Road mapping.
- Helped groom and newly onboard 60,000 plus fast food franchisees, into product catalog quoting application, and delivered MVP a month ahead of preliminary deadline.

SENIOR BUSINESS ANALYST   **10/16 – 01/17**

Coca-Cola Enterprises, Inc., Atlanta, Georgia, (contract employee)

ROLE: SENIOR BUSINESS ANALYST:
- Analyzed and documented business processes as needed to assist in clear definition of requirements.
- Developed business requirements and obtained agreement and sign off from appropriate stakeholders
- Created User Story(s) and Acceptance criteria for Dev and QA teams to build features, and create test scripts, Agile/Scrum/SDLC/ environment.
- Worked closely with QA team to support test case creation, test execution, results, bugs, and defects.
- Prioritize and track defects / issues identified test cycles.

RESPONSIBILITIES (CMS – AEM):
- Assisted Steering Committee in prioritizing Backlog.
- Maintain and owned requirements traceability in JIRA.
- Facilitated User Acceptance Testing and report progress and issues.
- Created BPMN models composed of stages, where each stage displayed steps to complete workflow.
- Documented training needs, documented training materials and conduct training sessions to the business users on CMS.
- Help coordinate creating or requesting test data.

SENIOR BUSINESS ANALYST   **09/15 – 07/16**

Cox Communications, Inc., Atlanta, Georgia, (contract employee)

ROLE: TECHNICAL PROJECT MANAGER:
- UBB – Additional Market launches (4.5 million customers impacted).
  - managed project financials, CR's, executive reporting, PPM updates.
  - daily team touch points, follow-ups, action items, and team deliverable due dates.
- EIO – Easy In & On MDU customer onboarding service
  - daily team touch points, action items, and due dates.

ROLE: SENIOR BUSINESS ANALYST:
- Paperless Billing Redesign
  - current, future state process conceptual diagraming.
  - SRS functional requirements creation.
- UBB – Additional Market launches (4.5 million customers impacted).
- Retail POS application SRS development.
- Resource Allocation Capacity tool creation.
- Created BPMN models composed of stages, where each stage displayed steps to complete workflow.

PRODUCT OWNER/SENIOR BUSINESS ANALYST   09/13 – 05/15

Assurant Solutions, Inc., Atlanta, Georgia, (FTE) long term projects:

ROLE: PRODUCT OWNER/ SENIOR BUSINESS ANALYST:
CMS – SITECORE 6.5 (B2B2C)
- Web portal development:
  o Customer Self-servicing Portal
- Mobile Development:
  o Created business and functional requirements and tested through UAT.
- Commerce: Created requirements for integration of Quoting, Pricing Engine, Payment processing.

RESPONSIBILITIES: CRM – (MS DYNAMICS)
Web based Dynamic Claims & Policy system custom development.
- Participated in Global Business Processing Workshops and Discovery:
  o US, UK, Argentina, Peru, Chile, Colombia, Brazil, Mexico, Puerto Rico, Canada
- Involved with every aspect of Initiation, Design, Build, UAT Test script creation and execution.

BUSINESS RULES MANAGEMENT ANALYST   04/11 – 08/13

SunTrust Bank Inc., Atlanta, Georgia, (FTE) long term projects:

ROLE: PROJECT MANAGER/ SENIOR BUSINESS ANALYST:
- SunTrust Mortgage Underwriting Project -
  o ($100 million plus) Web based Underwriting loan origination application.
  o Involved with transitioned from Legacy to Web loan origination system.

ROLE: SENIOR BUSINESS ANALYST:
- Commercial Lending Origination Project -
  o Managed all daily project related activities with responsibility for execution, final delivery, and release of the product.

EIS SYSTEMS ANALYST III, CORPORATE PROJECT MANAGEMENT OFFICE   06/10 – 04/11

SunTrust Bank Inc., Atlanta, Georgia, (contract employee), long term projects:
- Developed performance objectives, assessment instruments and instructional strategy; created design documentation, straw man, storyboards, and prototypes.
- Created synchronous and asynchronous courseware, i.e. web-based training, instructor-led training, vignettes, podcasts, video.

ADJUNCT FACULTY MEMBER & INSTRUCTOR   03/09 – 09/09

Business and Community Institute, Lansing Community College, Lansing, Michigan
- Created and designed course presentations, activities, and real-world project exercises.
- Courses: Project Management Framework, PMBOK 3rd, Supply Chain Management Theory and Application.

BUSINESS ANALYST   06/08 – 01/09

Centurion Medical Products, Livonia, Michigan (contract employee)
- Created Use Cases, Business Rules, and AS-IS diagrams during requirements gathering phase.
- Medical Supply Logistics - Device warehouse distribution and B2C website development.

BUSINESS DATA REPORTING ANALYST   10/07 – 03/08

Flagstar Bank Inc., Grand Rapids, Michigan (contract employee)
- Finance - Ad-hoc reporting analyst and query generation across multiple environments.
- Extracted data from DB2 and published to Crystal Reports. Had to adhere to stringent development and testing requirements of the Flagstar bank involving Federal rules and regulations. *More information available upon request.*

BUSINESS ANALYST   10/06 – 08/07

Michigan Public Health Institute, Okemos, Michigan
- Developed business, functional requirements for Web-based online training courses using formal Instructional Design techniques for the Department of Community Health, State of Michigan. Created end-user guides, and software manuals.

APPLICATIONS INSTRUCTOR   11/05 – 10/06

New Horizons Computer Learning Center, East Lansing, Michigan
- Instructed adult learners in business & project desktop applications; including MS Project, MS Office '97 thru 2003, and Crystal Report 10.0 & 11.0. Assisted users in solving real-world computer related operating problems.
- Trained hundreds of end-users on custom, and industry standard software applications.

EDUCATION AND CERTIFICATIONS

CBAP EXAMINATION PREPARATION – INTERNATIONAL INSTITUTE OF BUSINESS ANALYSIS (IIBA), 2016, ATLANTA, GEORGIA.
PMBOK, CERTIFIED ASSOCIATE – PROJECT MANAGEMENT INSTITUTE (PMI), 2007, OKEMOS, MICHIGAN.
BACHELOR OF EDUCATION – Major: Education, Certified K-8, SPRING ARBOR UNIVERSITY, 2005, SPRING ARBOR, MICHIGAN,
BACHELOR OF BUSINESS ADMINISTRATION – Major: Management Information Systems, UNIVERSITY OF GEORGIA, 1998, ATHENS, GEORGIA.