

Rachel Lavern | rachel.lavern@gmail.com

Business Systems Analyst

Pleasanton, CA 94588

rachellavernrachellaverng2_v35@indeedemail.com

(925)263-9723

Business Systems Analyst - Business Analyst - IT Business Analyst

CERTIFICATIONS RECEIVED:

Agile Foundations

Agile Testing

Become a Business Analyst

Become an Instructional Designer

Learning Salesforce

Business Foundations

Characteristics of a Great Scrum Master

Creating & Deploying Microlearning

Critical Roles Consultants Play (and the Skills You Need to Fill Them)

Critical Thinking

Planning with Agile User Stories

Programming Foundations: APIs and Web Services

Master In-Demand Professional Soft Skills

Authorized to work in the US for any employer

Work Experience

Business Systems Analyst

Lawrence Berkeley National Laboratory - Berkeley, CA

October 2018 to Present

As a liaison to program managers/functional owners for Environment, Health, and Safety (EHS) business system initiatives, my duties are to:

- Define and document EHS business and functional requirements.
- Develop functional and business requirements using individual and group interviews, surveys, process walks, process re-engineering workshops, requirements workshops, and peer site visits.
- Document functional and business requirements using best practices methods including: high-level systems diagrams, requirement traceability matrices, user stories, functional specification documents, data maps, test cases, workflow diagrams, system interface and user report requirements according to standardized methods while using natural language accessible to non-technical communities.
- Analyze data relevant to processes, define data requirements, evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying business requirements.
- Proactively communicate and collaborate with customers and stakeholders to analyze process needs and requirements and produce documentary artifacts such as functional and business requirements,

user stories, workflows, R2A2 matrices, and requirements traceability matrices, mockup layouts for onscreen user interfaces, printed outputs, and interfaces with other systems. Etc.

- Create and develop test case scenarios, performs functional QA testing, facilitates user acceptance testing (UAT), and performs regression testing.
- Write specifications for technically complex or challenging procurements; including the gathering and organization of technical details and requirements.
- Assist in the investigation of potential vendors, makes recommendations, and communicates vendor discrepancies and parts/equipment issues.
- Review data post-system implementation to measure success; participates in defining standards of improvement success.
- Engage leadership and stakeholders to obtain support and buy in for changes.
- Serve as the conduit between the customer community and the software development team through which requirements flow.
- Facilitate the on-going communication between functional and technical staff to ensure clarity on problem statements, business requirements, timelines and the feasibility of technical solutions.

Certified Business Consultant

Rachel and Co

June 2009 to Present

Become a strategic partner to entrepreneurs to enable them to grow their businesses

- ◆ Provide actionable insights and recommendations for improving the effectiveness of operating processes and initiatives
- ◆ Define and quantify core business metrics (e.g. users, conversion rates) to identify gaps in operations and drive more effective operations
- ◆ Identify the operational gaps, inefficiencies, and risks and deliver solutions
- ◆ Help identify root causes and recommended solutions
- ◆ Provide professional coaching to adult learners to help them develop and achieve goals and optimize time
- ◆ Responsible for technical support, business planning, goal setting, marketing, website/graphic design, personal development and training.
- ◆ Design and develop online business and technology courses

Business Analyst

Rachel and Co

January 2016 to June 2017

Provide support and security for organization's computer hardware, software and internet connectivity

- Create, test, update and maintain organization's website
- Facilitate workshops; manage the Contra Costa office; create/maintain workshop calendar

Business Systems Analyst

Chevron Corporation - San Ramon, CA

November 2014 to December 2015

Consult with the Health & Medical Core Project Team, Chevron Business Units, and a third party vendor to design/build additional modules of the Electronic Medical Records (EMR) system by gathering business requirements, participating in User Acceptance Testing and working with others in supporting the deployment and implementation of the system to business units.

- ◆ Work with project team members in the conversion/decommission of other systems to the new EMR.
- ◆ Requirements gathering, system documentation, test plan creation, prioritize efforts that address concurrent demands arising from project deployment schedules, infrastructure delivery time frames, vendor interactions, global Business Unit needs
- ◆ Coordinate with personnel and system analysts to gather and document business and functional requirements for enhancement of the EMR application including development of use cases, use case scenarios, and user interface design
- ◆ Designed UAT test cases, partnered with users to carry out all test scenario instructions; identified, documented and managed defects; identified and assessed risk areas
- ◆ Assess and understand customer business objectives and identify creative and doable business alternatives
- ◆ Used SharePoint product suite for communication and collaboration, tracking project status and documentation version control. Via Sharepoint we were able to connect people, processes and systems [to facilitate collaboration among employees (international), partners and customers]; assisted in management of division's website.

Business Analyst

Rachel and Co

October 2013 to November 2014

Provide support + security for organization's computer hardware, software and internet connectivity

- ◆ Create, update and maintain organization's website
- ◆ Facilitate workshops; manage the Contra Costa office; create/maintain workshop calendar

Business Systems Analyst

Kaiser Permanente - Pleasanton, CA

June 2011 to January 2013

Served as Mid-Atlantic States Regional Coordinator leading the PHI data remediation effort across enterprise protecting sensitive member patient information and meeting compliance requirements. Notable achievements:

- Performed detailed assessment, impact analysis and remediation solution for the HIPAA compliance program, which included in-house and vendor-developed applications; detailed analysis of cross-functional applications and interfaces
- Maintained close collaboration with internal groups and vendors to gather requirements; Engaged teams--clearly communicated requirements + expectations to motivate staff to achieve shared goals.
- Built relationships and collaborated with others to mine information, resolve problems + advance goals.
- Defined, documented and communicated sustainability processes.
- Data and database analysis and reporting
- Accountable for data de-identification framework deliverables; submitted weekly management status reports for each region; responsible for project planning and scheduling, preparation of work effort estimates and coordination of data de-identification activities across multiple teams (including

offshore); strategized plan schedule and coordinated testing to meet delivery dates. Used Agile and Waterfall methodologies in project plan development.

- Monitored system/integration testing of modified software programs using test/production files and database
- On team responsible for SIT and UAT environment--determined resources to be installed, setup and configuration of environments (hardware required for the test execution ; test data population, etc.); facilitated meetings to determine the data required for testing and scripts or data sets to run.
- Coordinated with on-site and offshore staff to identify scenarios relating to the business process which needed to be tested; identified risks that had potential to affect the execution of UAT; identified and resolved defects during UAT
- Used SharePoint platform as a central point for collaboration and document management tool to access pertinent documents required by our Pleasanton, Walnut Creek & India staff members.

SAP Business Analyst/Project Coordinator

McKesson Pharmaceuticals - San Francisco, CA

June 2006 to January 2010

Partnered with users to identify, evaluate, and develop cost-effective solutions and procedures.

- ◆ Supported applications by providing data analysis, design and development of solutions that support the data systems; provided support to the business partners and performed testing for new developments, upgrades, and work requests in SAP modules including SAP-HR (Human Resources), Travel and Expense (Travel Management) and HRIS.
- ◆ Consistently exceeded all service-level agreements as Tier 2 Help Desk support; investigated and resolved production support issues; managed the test defect tracking resolution and re-testing cycles and ensured that the issues properly tracked from discovery to closure.
- ◆ Supported the transition of legacy data to SAP; conducted parallel tests to certify data transfers - ensuring functionality of files in new system
- ◆ Participated in team effort to transition McKesson to new database platform
- ◆ Provided data mapping instructions to development team for extraction, transformation and loading to data warehouses
- ◆ Created and ran test cases to check data accuracy
- ◆ Generated management/user reports on data extractions

Test Data Coordinator

Kaiser Permanente - Pleasanton, CA

June 2005 to May 2006

Conducted assessment of test data coordination processes for Kaisers Medicare Modernization Act (MMA) project, including interviewing medical centers and regional staff to determine reporting requirements

- ◆ Conducted analysis for end-to-end test data suites; performed gap analysis; created data models
- ◆ Facilitated test data issue management and standardized/facilitated the test data fulfillment processes of cross-functional applications; identified data set-up and interface dependencies; coordinated data load schedules; defined data set up
- ◆ Monitored the integrity of data during test execution
- ◆ Developed management, productivity and trend reports
- ◆ Used SharePoint platform as a central point for collaboration and document management tool to access pertinent documents required by our Pleasanton, Pasadena, Walnut Creek and India staff members.

Project Manager/Business Analyst

WellPoint Health Networks - Newbury Park, CA

May 2003 to June 2005

Gathered system requirements and wrote technical and functional specifications (FRS, FSD, RMP, SRS, SRD)

- ◆ Wrote test plans, test scripts and scenarios for functional, load, stress, performance and regression testing
- ◆ Logged, verified and tracked system problems reported by business partners; defect tracking
- ◆ Created/executed/revised project work plans to meet changing requirements.
- ◆ Planned resources and assigned responsibilities/roles
- ◆ Conducted engagement reviews; Maintained Requirement Traceability Matrix (RTM)
- ◆ Supported the Sales Incentive System and Broker Commission System including screen design and coding.
- ◆ SharePoint used to share documents, collaborate with team and users, tracking and version control of documents, upload/download documents between work units.

Programmer/Business Analyst

Community Bank of Central California - Santa Clara, CA

October 2002 to April 2003

Developed a program for a small community bank to read customer checking accounts and update a positive balance file with the amounts from an overdrawn limit file.

- ◆ Lead UAT effort creating test plan, test script and test cases to conform to specifications and executed same in customer's test environment, documented results and collected sign-off.

Programmer/Business Systems Analyst

Bank of America - Concord, CA

May 2000 to September 2002

Provided application analysis, business/functional/technical specifications, design, development, testing, implementation and support for new Liability Risk Model project, which applied behavioral model algorithms/processes to reduce the bank's exposure to fraud.

- ◆ Provided design + maintenance support for fraud tracking and detection applications.
- ◆ UAT Lead responsible for implementing the end-to-end UAT process for entire life cycle: planning, organizing testing environment, creating test cases, executing test scenarios, test result evaluation, managing defects, measuring risk and sign-off.
- ◆ Created and executed test plans/scenarios/cases; facilitated acceptance testing
- ◆ Created data models
- ◆ Provided defect tracking support

Developer/Business Systems Analyst

Merrill Lynch - San Francisco, CA

July 1998 to March 2000

Merrill Lynch, San Francisco, CA (Jul 1998 - Mar 2000)

- ◆ Provided application analysis, technical specifications, design, development, test script creation/execution, and implementation for 401K migration systems.
- ◆ Maintained online benefit applications for Hewlett-Packard (Merrill Lynch division).

Programmer Analyst Lead/Requirements Engineer

Deltanet, Inc - San Francisco, CA

October 1997 to July 1998

Provided application analysis, functional/technical specifications, design, development, testing, and implementation for Billing, Eligibility and Claims Teams (DHMO, PPO).

- ◆ Facilitated meetings for requirement analysis, change management, problem resolution + code walk-through.
- ◆ Created systems documentation and user guides.
- ◆ Supervised/mentored junior-level Programmer Analysts

Education

B.S. in Computer Information Systems in Computer Information Systems

California State Polytechnic University

Skills

- BMC (Less than 1 year)
- CA-7 (Less than 1 year)
- MICROSOFT SHAREPOINT (5 years)
- SAP (3 years)
- SharePoint (5 years)
- Business Process
- Consulting
- Health Care (8 years)
- Transformation
- Agile (2 years)
- Scrum (1 year)
- JIRA (2 years)
- COBOL (10+ years)
- BSA (10+ years)
- System Analyst
- SQL (6 years)
- Software Testing (10+ years)
- access
- Excel
- Microsoft Office
- HTML
- Visio (8 years)
- Powerpoint
- MS Office
- Business Intelligence
- testing
- SDLC
- Microsoft SQL Server
- Waterfall
- Test Cases
- User Acceptance Testing

Certifications and Licenses

Learning Salesforce

August 2019 to Present

What I learned:

- Recall how to navigate and customize Salesforce.
- Differentiate between leads and opportunities.
- Explain how to associate one contact with multiple accounts.
- Describe how to set up an account team.
- Identify the items that are created when converting a lead into an opportunity.
- Name the simple lead reports.
- Review the process of creating new tasks.
- Summarize the characteristics of good data.
- Recognize the different types of custom reporting.

Agile Foundations

August 2019 to Present

What I learned:

- Recognize inhibitors that have a significant impact when managing an agile team.
- Define the “agile manifesto.”
- Recall the structure of a cross-functional team.
- Determine what should be included in user stories.
- Apply the 80/20 rule to determine the priority of highest value items.
- List two agile principles that guide the team to stay within time structures while remaining flexible enough to adapt to change.
- A disadvantage of the waterfall approach.

Salesforce for Customer Service

August 2019 to Present

What I learned:

- Define a case.
- Describe how to add an assignment rule.
- Differentiate between email-to-case, on-demand-email-to-case, and webmail-to-case.
- Explain case teams and when to add them.
- Summarize knowledge articles and how to build a knowledge base.

Salesforce for Sales Managers

September 2019 to Present

What I learned:

- The various reports in Salesforce and what information they provide.
- How products and price books are used in Salesforce.
- Differentiate between forecasts and custom reports.

Agile at Work: Planning with Agile User Stories

September 2019 to Present

Learning Objectives met:

- How a sprint differs from a traditional project.
- Three user roles.
- Acronym INVEST and explain its purpose.
- Three main sections of a project charter.
- Benefits of planning poker.
- The challenges associated with the sprint backlog.

Business Process Modeling

September 2019 to Present

Learning Objectives:

- Using common modeling tools
- Determining when to use a particular modeling diagram
- Avoiding the pitfalls associated with each diagram
- Creating diagrams
- Leveraging key stakeholders

Learning Digital Business Analysis

August 2019 to Present

Learning Objectives:

- Identify the intelligent automation and digital landscape involved in digital business analysis.
- Determine the fundamentals of robotic process automation (RPA).
- Define biometrics.
- Explore the essentials of machine and deep learning in project transformation.
- Define blockchain.
- Determine how requirements are different.
- Break down the elements of the experiment and hypothesis phases.
- Explore the customer journey and the user experience.

Programming Foundations: APIs and Web Services

August 2019 to Present

Learning Objectives Met:

- Web service
- Securing web services
- Consuming and creating a RESTful API
- Documenting an API
- Creating a web service
- Consuming a SOAP web service
- Developing APIs using GraphQL

Additional Information

TECHNICAL SUMMARY

Environments: OS/MVS, Windows NT/2000, IBM Mainframe, HP3000, Unisys A-Series, DEC/VAX, OS/390

Languages: SQL, HTML, JCL, COBOL, COBOL II, COBOL-74, MicroFocus COBOL, SAS, FOCUS

Applications: MS Project, MS Word, Excel, PowerPoint, Visio, SharePoint (Content Management), BMC Remedy, CA Clarity PPM, SAP R/3, PeopleSoft, CICS, IMS, DMS II, DB2, TSO/ISPF, VSAM, Panvalet, XPeditor, Viasoft, SAR, CA-7, ROSCOE, CHANGEMAN, File-Aid, NDM, SYNCSORT, ENDEAVOR, IMAGE, EASYTRIEVE, ViewDirect, INFOMAN, IBM Utilities

Methodologies: Waterfall, SDLC, Agile, Scrum, JAD