BRIAN SCOTT KERR (BA - CSM)
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Brian's role was effected by the global COVID-19 impact and is currently seeking this role 100% remote and afterward. Currently, he is in Butler, OH (Area) on EST Time Zone.

Active within the IT industry, I feel that I have developed strengths to help an organization continue succeeding on their vision with increased revenue. Experienced working with companies in all regions of the world on a wide variety of IT issues outside from my work history including cross functional areas developing business paths: Google, Amazon, Dell, Army, Navy, Air Force, Marines, Bank of America, JPMorgan Chase, Citigroup, UnitedHealth Group, Facebook, General Electric, Cisco Systems, Progressive Ins., IBM, J.C. Penny, New York Stock Exchange, NASA, Dairy Queen...

Interested in helping the business with improvements through product analysis and known problematic areas to benefit resulting in increased revenue. Efficient with defining business process requirements, research alternatives, mapping processes, driving solutions, gain consensus, test to confirm, and implement solutions for specific business needs. Analyze and gather customer requirements to develop and implement customized solutions and provide alternative solutions from my assiduous efforts.

> Created solution flows with Visio for customer use.
> Developed automated troubleshooting and data collection routines with an in house system.
> Over 15 years performing Root Cause Analysis resulting in product changes, enhancements, new/improved content, diagnostic scripts, and training.
> Content management / Administration / Migrations to new content systems / Content Development, Publication, and   training   peers.
> Experienced working with Java Applications since Oracle enabled it with E-Business Suite over 15 years ago.

The following are examples I helped develop resulting from high volume product analysis heavily used globally to date using sqlplus and html:

https://blogs.oracle.com/ebs/take-control-of-workflow-with-workflow-analyzer

https://blogs.oracle.com/ebs/learn-about-troubleshooting-reports-printing-issues

Top on content as to report once, solve many.

Based on my work history working with support and development, I would qualify with the role of an Agile Scrum Master.

I welcome an opportunity for a business analyst role as I could be a positive asset to your organization from my working knowledge and passion to improve business needs.

NOTE: I require a remote position.

OBJECTIVE   Seeking a Challenging Position with a Service Oriented Organization that will benefit from my Technical, Administrative, Business Analyst, and Communicative Skills through full SDLC & PM.

EXPERIENCE

Oracle Corporation - Applications Technology Group 'E-Business Suite'

07/17 – 07/20 Principal Technical / Business Analyst – Product Support (Working remotely from O.H.)

Supporting customers on multiple products performing web sessions as needed.
Manage customer needs and escalations to maximize customer satisfaction by actively listening.
Consult with peers to provide the best practices for customers needs.
Working knowledge of Java Applications: Workflow, Concurrent processing, System Administration, XML Gateway, SOA Gateway, User Management.
Perform internal test cases in an attempt to replicate reported problems.
Business / Product analysis performing root cause analysis for corrective actions.
Engage with product development to log bugs / enhancements as needed. Some have been integrated in E-Business Suite used to date.
Development/Publication of electronic content for How To and Problem Resolution including HTML with multiple file formats for publication.
Train engineers on creating customer visible content.
Content management for global team. (Publication, remark processing, broken links, health)
Provide recommendations to senior management on improving business processes.
Supported Hosted / Cloud customers.
New product testing for feedback prior to release.
Train / Mentor Colleges Globally

03/04 – 07/17 Principal Technical / Business Analyst – Proactive Support (Working remotely from N.C.)

Management / Development of Social Media Communities
Product Root Cause Analysis for Developing Enhanced Products
Experienced with automated troubleshooting and data collection, Working knowledge of Java Applications.
HTML / PL/SQL Diagnostic Script Development & Marketing
Content Management, Development, Maintenance, & Delivery for Global Customer Consumption
Java Script development within HTML content for linksets using Dreamweaver.
Development/Distribution of Global Product Support Newsletters & Advisor Webcasts on Knowledge Documents, Communities, and Blogs for Social Media on Twitter and Facebook.
Train / Mentor Colleges Globally
Collaborate with Senior Management on Project Development.

06/00 – 03/04 Senior Support Analyst

Experienced with PM working independently as well as directing global teams to meet business requirements including full SDLC with working knowledge of Java Applications.
Primary objective is to develop Oracle Applications enhancements to automate the use of products, thus gain increased customer acceptance with simplified processes towards delivering increased revenue.
Managed and taught a global team developing technical solutions for global support and customers using MS Visio.
Develop, Provide, and Maintain Technical Support References for Global Support and Clientele.
Studying and analyzing internal behaviors towards improving global operational processes reducing time, simplifying, and requiring less costs to exercise them.
Analysis lead, which entails analyzing customer data towards developing simplified enhancements of the products including training employees on the process.
Content lead, which includes creating and teaching how to Produce Quality Technical References for Global Support and Clientele including training employees on the process. Portal web maintenance for active team.
Experienced on supporting customers for Application Custom Development, System Administration, Concurrent Processing, Printing, Reports, Workflow, MS Visio, MS Project, Hosted Environments.

06/98-06/00 Technical Analyst

Position in which provides world wide support for all Application Object Library / Install issues.

Experienced with Oracle Applications System Administration, concurrent processing, printing, reports.

Working knowledge of: Oracle Applications and associated tools.

EDUCATION
VMEdu Certified Scrum Master 1/12/21
VMEdu Certified Scrum Fundamentals 12/2020
Florida Metropolitan University, bachelor's degree in Computer Science
Oracle Database Administration training - Florida Institute of Technology
Oracle SqlPlus training - Florida Institute of Technology
Oracle SqlPlus training - Oracle University
Oracle Application Performance Tuning - Oracle BDE
Oracle Workflow training - Oracle BDE
Solaris Administration - AISG Education
Solaris Shell Programming for System Administrators - AISG Education
Executrain Orlando, FL Certified in multiple DOS and Windows based applications.
Mid Florida Technical Institute Orlando, FL Certified: Basic programming, Dbase 3+.

References: Available upon request.