Benjamin A. Newman

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SUMMARY

Business Analyst with managerial, technical writing, and tech support experience looking to advance his career at an innovative and well organized company.

EXPERIENCE

Smartapp.com, Product Manager   October 2019 - Present
Responsibilities
- Writing and updating functional requirement specifications for new and existing features
- Collaborating with development teams to provide overviews of feature specifications
- Responsible for providing clarification on feature specifications when requested by development teams.

Smartapp.com, Lead Solutions Architect   May 2015 - Present
Responsibilities
- Meet with customers to learn how best to automate their business processes
- Architect solutions to automate client processes
- Use Smartapp.com app building platform to build apps to automate customer processes
- Assist QA team in reviewing and building test plans
- Build training documentation and go on-site to client locations to train them on how to use the Smartapp.com product
- Train new Smartapp.com service teams on how to use the the Smartapp.com product to build apps for clients
- Assist in managing the Smartapp.com Client Services Team

Smartapp.com, Lead Business Analyst   May 2014 - 2015
Responsibilities
- Meet with customers to learn how best to automate their business processes
- Build customized enterprise software
- Data entry
- Provide technical support to customers
- Manage company help site
- Provide feedback on products and help implement product improvements
- Coordinate engineering and other company resources both in the US and Bangalore, India needed to complete projects and ensure milestones and customer requirements are met.

Smartapp.com, AppZone Specialists Team Manager   January 2014 - May 2014
Responsibilities
- Interview potential AppZone Specialist candidates
- Create and implement training programs for AppZone Specialists
- Manage AppZone Specialists Departments in both Bangalore, India and U.S.A.
- Meet with customers to learn how best to automate their business processes
- Build customized enterprise software
- Data entry
- Provide technical support to customers
- Manage company help site
- Provide feedback on products and help implement product improvements

Smartapp.com, Support Team Business Analyst/Technical Writer   May 2013 - December 2013
Responsibilities
- Create and implement training program for AppZone Specialists
- Meet with customers to learn how best to automate their business processes
- Build customized enterprise software
- Data entry

- Provide technical support to customers
- Manage company help site
- Provide feedback on products and help implement product improvements

Smartapp.com, Jr. Business Analyst   May 2012 - April 2013
Responsibilities
- Meet with customers to learn how best to automate their business processes
- Build customized enterprise software
- Data entry
- Technical support
- Write and maintain content on company help site
- Assist customers by providing technical support
- Sell additional product features
- Assist customers in setting up their accounts

EDUCATION

Curry College   Bachelor of Arts — 2007 - 2011
GPA: 3.4 out of 4.0

Certified Scrum Master