### FirstName LastName

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# PROFESSIONAL SUMMARY

An accomplished analyst with extensive hands-on experience implementing new software and upgrades in a fast-paced media environment. Proven expertise in gathering, analyzing, testing, and documenting business and system requirements, and ensuring implementations achieve time and performance targets. An approachable and patient trainer, creating a positive atmosphere, resulting in engaged and confident staff.

# CAREER EXPERIENCE

#### ABC Company, Toronto, ON 20xx – 20xx

## Senior Systems Analyst, Business Solutions Editorial (20xx – 20xx)

Reporting to the Senior Director, Business Solutions, Development & Quality Assurance, solely responsible for user training and documentation, and, additionally, co-led the system configuration, setup, and support of the primary editorial software, which was employed in over 100 print and digital media publications in a tight, deadline-oriented publishing environment.

* Created and delivered customized training modules to staff throughout the country, eliminating the need for multiple vendor consultants, resulting in cost savings in excess of $XX,XXX per year.
* Identified the need and subsequently developed instructional documentation and a remote training module to support satellite offices, reducing the necessity for on-site training and saving costs associated with time and travel.
* Decreased the demand for support requests by documenting major repetitive processes for staff, which provided accurate reference material, saving time for front level users and support staff.
* As the Subject Matter Expert for the Editorial and Production Departments, created Business Requirement and System Requirement documents based upon information, feedback and experience of business representatives; this provided the software vendor with accurate documentation allowing for a smooth transition and software implementation for all parties.
* Performed software/system configuration, setup, support, and troubleshooting allowing for customized solutions to new workflows, strengthening the ability for the company to respond and deliver breaking events rapidly under pressures of impending deadlines.

## Senior Quality Assurance Analyst (20xx – 20xx)

Reporting to the CIO as the Senior Quality Assurance Analyst and senior team member, oversaw the development, quality assurance, change management, and security control duties were handled in a demanding dynamic workplace. Co-led the implementation of an Agile workflow and spearheaded the introduction, training, and rollout to the business units through a series of presentations and training modules.

* Reduced process overhead and increased efficiency by leading the QA and Business Operations team in the adoption of Agile workflow, leading to faster response times to business requests by over 30%.
* Ensured all project related artefacts adhered to QA, PMO, Security, Change and Compliance standards, an audit pass rate of 100%.
* Organized and coordinated testing activities across multiple business units for critical projects while directing QA team members and contractors’ efforts to fulfill testing demands and provide complete and thorough test coverage.
* Analyzed System Requirement Specifications, Business Requirement Documents and created Test Approaches, Test Plans, Test Cases and Automated Tests creating a complete suite of artefacts that could be applied to subsequent releases, lessening time by eliminating the need for revisiting prior documents.
* Instituted defect management and tracking of issues allowing for up-to-date status and metrics of the software development.

## Systems Analyst, Advertising and New Ventures (20xx – 20xx)

In this role, reporting to both the IT and Advertising management teams, directed the processes of implementation of controls and communications for both the Advertising Department and its clients to ensure that system incompatibilities were reduced by over 75%, thereby ensuring that income lost was mitigated and greatly reduced.

* Designed an information and guideline package for distribution to Advertising clients to safeguard against missing ad components on deadline costing over $XX,XXX in lost revenue each year. In addition, delivery of an interactive training session to production staff realized a reduction of incomplete submissions by over 50%.
* Subject Matter Expert representing the Advertising Department aiding and supporting stakeholders in their understanding of new technologies, including implementing software tools to increase and drive new and existing advertising sales.
* Led UAT testing, deployment and implementation of new software and system upgrades to the Advertising and Accounts Receivable departments resulting in new workflows to allow customers greater flexibility in placing their advertisements.
* Provided system administration and support for the Ad Production and Classified Call Centre, being a dependable and swift problem solver on unforgiving deadlines.

# EDUCATION & PROFESSIONAL DEVELOPMENT

Geographic Information Systems, Application Specialist Certification

* University Name, City, ON

Bachelor of Arts in Geography, English

* University Name, City, ON

Health and Safety Representative, WSIB certified

Ergonomics Representative and Workstation Assessor

Additional Courses

* Software Quality Assurance
* Performance, Load, & Stress Testing
* Introduction to Unix
* Introduction to SQL
* Project Management – Skills for Success
* Relational Databases

# Interests and Community service

Cycling, furniture refurbishment, camping.

Volunteer at Food Banks Canada.