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**IT Business Systems Analyst**

A dedicated business systems analyst, technical support specialist, and IT consultant. Recognized for technical solutions including software integration and development, and issue resolution in installation, troubleshooting, maintenance, and support in the computer and pharmaceutical industries.

**Technical Skills Applications:**

Visio, PowerPoint,Excel**,** MasterControl, Lorenz’s docuBridge, Lorenz’s FDA eSubmission Gateway WebPanel

Application, FDA’s Electronic Submission Gateway Application, SAP SuccessFactors Learning Management

System, SharePoint 365, SharePoint 2013, Planisware, eLogbooks-OpsTrakker, Microsoft’s Power BI,

SharePoint 2010, SharePoint 2007, Salesforce Lightning, Salesforce Healthcare Cloud, Veeva, Global Vision’s

Application, Global Vision’s Label Scanning Application, QUMAS ComplianceSP, Documentum, FirstDoc, MII,

Subversion, Ciboodle, Xybion’s Software and Quality Management Suite, OpenText’s Livelink, Microsoft

SharePoint (MOSS), Oracle with SQL\*Plus, SQL Navigator, Toad, XML, HPQC, eRoom, Clintrace, OPX2, ARISg,

EZSubs, Core Dossier, ISI’s eCTDXPress, Microsoft SQL Server, Microsoft Access, Microsoft Office Suite, SAS,

Sybase, Cyclone Interchange, SQL Anywhere, Adobe Acrobat, Remedy, Microsoft Excel, Citrix, Microsoft

SharePoint Team Services, Siebel, Clinical Trials Management Systems, Learning Management Systems, Visio,

VMWare

**Technical Skills:**

**Languages:** SQL, UNIX Shell Scripting, Java, XML and XML Editor

**Databases:** Oracle, Access, SQL Server

**Operating** Microsoft Windows, UNIX **Systems: Core Competencies**

Project Management Validation Regression Testing

Quality Assurance Change Management Adverse Events

Software Development Lifecycle (SDLC) 21 CFR Part 11 HPQC / ALM

SOPs / WIs /Training EDMS Change Control

GxP Process / Validation Guidelines CAPA Technical Writing

**PROFESSIONAL EXPERIENCE  
 GSTi – Merck 08/2023 to 03/2024  
 Senior Business Systems Analyst**

* Supported the GMSA Global Capability initiative, where I closely worked with External Client Medical Portal and P&S Content Management and Consumption initiatives.
* The Medical Portal was built using the Salesforce Healthcare Cloud solution.
* Also acted as System Administrator for publications and products
* Provide stewardship and business analysis services for new GMSA global capabilities including: External Client Medical Portal and additional priority P&S Content Management and Consumption initiatives (as required).
* User access management in collaboration with IT, AMS, others.
* Primary business point for assigned capabilities providing subject matter expertise on the system and process.
* Partner with lead to manage operational governance process, backlog, etc.
* Partner with internal Business Owner and Learning & Development (where needed) to assist in developing training materials, executing resources, and conducting process and system training where needed.
* Knowledge in Database Programming using RDBMS databases like MySQL and SQL Server. Good in writing basic and advanced SQL queries including JOINS and sub-queries for testing data sets and backend queries.
* Experienced with Databases (SQL, design, indexing, tuning, etc).
* Continuous improvement of processes and systems, including stewardship processes (identify and leverage metrics to identify opportunities, implement improvements, and measure results, etc.).
* Lead on the business side for business/systems requirements (represent/ensure appropriate business representation, ensure documented IT requirements and systems designs are aligned with and accurately reflect business requirements/needs, etc.).
* Assist with UAT activities for external Medical Portal (define UAT plan, develop UAT scenarios and test cases, identify and lead business UAT team, drive resolution of issues, complete UAT SDLC documentation, etc.).
* Partner with area leader and MedOps Comms team to develop and execute business Communication and/or Change Management plans.
* Engage globally and cross-functionally in conducting stewardship and project responsibilities.
* In partnership with Client leads, Compliance, and Legal, ensure self, project and system adherence to applicable internal and external policies and procedures (e.g. Client SDLC, Global and local privacy, etc.).
* Experience partnering with business stakeholders and IT partners across geographies, therapy areas, and functions to inform global process and systems design and execution.
* Veeva Vault is the application used for all validation documentation.
* Followed GxP guidelines
* Acted as System Administrator

**AmerisourceBergen 03/2023 to 08/2023   
IT Business Systems Analyst III**

* Working across several application teams to help get consistency with how AmerisourceBergen’s brand is applied across their various internal and external applications.
* Work with the Brand team, IT resources, project manager, and PMO to prioritize branding changes.
* Responsible for business analysis activities in accordance with the company's systems development methodology and supporting projects within a specific portfolio area (sales and marketing, supply chain, finance, etc.).
* Responsible for collecting, documenting, and confirming business requirements and functional specifications.
* Assists with tasks and deliverables related to System Development Life Cycle phases for package and custom solutions.
* Investigates and documents project issues and detailed requirements.

**Kite Pharma 03/2022 to 03/2023**

**IT Business Systems Analyst II**

* Interface and liaise between systems support and IT to address operational issues with Salesforce, Middleware, Couriers, and assist with application maintenance.
* Drill down into the root cause of production issues along with proposed solutions (technical and process) and document process steps and system enhancements required to support the process.
* Support future Salesforce custom application implementations and migrations and System Owner.
* Responsible for updating all of the System Administration documents as the system owner for the Salesforce applications using Veeva Vault.
* Gather software specific requirements and draft SDLC documents.
* Coordinate testing of changes and enhancements with the business to ensure successful delivery.
* Actively participate in the business analysis process and develop software, scripts, and ETLs to automate processes and adapt to changing needs.
* Managed a diverse client portfolio, utilizing SQL to analyze internal data from multiple sources. Identified growth opportunities and enhanced service delivery, providing actionable insights through Power BI.
* Collaborated with product
* Participate in needed software configuration, documentation, and validation.
* Uses and follows GxP Process/Validation Guidelines.
* Agile Methodology.
* Jira was utilized for the user stories for all bug fixes and system upgrades.
* Veeva Vault is used for the all validation documentation.
* Usage of Tableau for reporting.
* Supported two Salesforce Systems that communicated together to enroll and schedule patients for Cancer treatment.
* Followed GxP guidelines
* Acted as System Administrator

**Lannett Company, Inc. 05/2014 to 03/2022**

**IT Sys. Application Analyst/Business Systems Analyst**

* Works on a team responsible for performing a full range of activities ensuring technology based operational effectiveness and excellence for the Lannett IT department.
* Provides support, engagement, and guidance to Lannett business stakeholders in managing execution of optimal process and system improvements in championing strategic objectives.
* Key role within the Enterprise Applications team.
* Responsible for providing support for ongoing operations of business technology applications and drive new enhancements and improvements to the software platforms.
* Serves as a liaison between customers, technology teams, and support teams.
* Elicit requirements using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, task, and workflow analysis.
* Critically 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 true needs.
* Proactively communicate and collaborate with the business to analyze information needs and functional requirements and deliver artifacts as needed, such as Business Requirements Documents and Use Cases.
* Directs and oversee implementation of new technology applications across all functional areas   
  ensuring user adoption and satisfaction.
* Knowledgeable in Quality Systems and Microsoft SharePoint (MOSS) functionality and administration.
* Ability to think critically and strategically towards the department mission and goals of the company.
* Actively contributes on Stakeholder and Client calls and engages stakeholder for necessary inputs.
* Collaborates, leads, and drives discussions with the Business as an SME within targeted application areas.
* Flexible and adaptive to rapid changing business needs
* Assertive and helps guide direction between business stakeholders and IT.
* Engages with fellow employees, peers, stakeholders, vendors at all levels.
* Provides guidance, support, and is the System Administrator for SharePoint, Master Control, docuBridge, Salesforce, Planisware, SuccessFactors eLogbooks-OpsTrakker, SharePoint Services, and portals and assists with day-to-day administration of the application interfaces.
* Self-starter and motivated to learn.
* Self-taught Microsoft Power BI as well as all supporting applications.
* Adhere to project standards defined by and approved by management.
* Utilize process improvement techniques in streamlining existing as well as new business requirements.
* Obtain business requirements using interviews, document analysis, requirements workshops,   
  surveys, business process descriptions, use cases, scenarios, business analysis, task, and workflow analysis.
* Analyzes and communicates application adoption issues, including problems with application   
  functionality, data design and functional and technical software issues.
* Recommends alterations and enhancements to improve application optimization and availability.
* Translates business information needs into solution requirements.
* Educate and assist customers utilizing system tools to help drive reporting and collaboration needs as required.
* Strong analytical and product management skills including thorough understanding of how to interpret customer business needs and translate them into application and operational requirements.
* Take input from management and appropriately and accurately apply comments/feedback.
* Clearly articulate ideas and thoughts verbally.
* Accurately prepare written business correspondence that is coherent, grammatically correct, effective, and professional.
* Use Agile and Waterfall methodologies.
* Responsible for SharePoint data migrations, support, and administration.
* Responsible for SuccessFactors Learning Management Systems support, administration, end to end data processing, process flows, processes, troubleshooting the application, and process flows.
* Uses and follows GxP Process/Validation Guidelines.
* 5 years of Salesforce experience using Lightning and Healthcare Cloud applications.
* Lead IT analyst on the Salesforce implementation project.
* Supported the Salesforce environment from implementation through hyper care and production.
* After go live was the IT System Administrator, SME, troubleshooter and issue solutions expert.
* Worked with the business to configure the application for their needs, incorporate changes, create and add workflows, and add fixes to the system.
* Implemented MFA globally for the company.
* My responsibilities included vendor management, validation and all UAT.
* Used Visio to document and flow out all of the applications processes which consisted of diagraming and documenting over 30 process.
* Used SQL to map and connect the Master Control database to Qlik in order to create reports for the business.
* Utilized SQL and Power BI to connect to the Master Control database to analyze the applications usage, licenses analysis, and for user access and rights.
* Was the project manager and part of implementation and design team for he SuccessFactors LMS application and the data feed and API development.
* Worked with the technical team and the business to support the SuccessFactors LMS application which was comprised of supporting, analyzing, and troubleshooting the daily API data feed used to populate the system with the company’s user base and personnel changes/updates.
* Supported I Contracts and EDI for the business when a team member left the company until a replacement was found.
* Followed GxP guidelines
* Acted as System Administrator

**Paragon Solutions, Inc. 06/2013 to 04/2014**

**Senior Consultant/Senior Systems Analyst**

* Work with stakeholders on process improvement and involved in requirements gathering.
* Creating/writing/executing test protocols and updating functional requirement specifications and data description specifications documents.
* Taking the test protocol through the SLDC and seeing it through to completion.
* Working with the development team.
* Assisted users with MII application issues related to Java.
* Set up an audit process for users, access, and security of the MII application system.
* Followed GxP guidelines.

**Catamaran 03/2013 to 06/2013**

**Business Systems Analyst**

* Working with business needs and requirements, translating them for the developers, and understanding technicalities of code.
* Followed GxP guidelines

**Paragon Solutions, Inc. 06/2012 to 03/2013**

**Team Leader/Senior Systems Analyst**

* Support other BAs post migration, maintain their own worklists as well as support the PM on obtaining required status updates, answering questions around processes from other BAs, and identifying and resolving gaps/issues with the migration quickly.

**Xybion 04/2011 to 05/2012**

**Business Systems Analyst/Support Manager**

* Support Manager
* Analyze user requirements, procedures, and issues to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations.
* Uses and follows GxP Process/Validation Guidelines.
* Followed GxP guidelines
* Acted as System Administrator.

**Bristol-Myers Squibb 02/2009 to 03/2011**

**Senior Business Systems Analyst/Systems Engineer**

* Support, requirements gathering, user functionality, process creation, and issue with the “Labeling” system.
* Uses and follows GxP Process/Validation Guidelines.
* Acted as System Administrator.

**Tibotec (a division of Johnson & Johnson) 05/2007 to 02/2009**

**Business Sys. Analyst/Support Engineer**

* Support and requirements gathering for Documentum.
* Created and set up Tibotec on the FDA’s ESG.
* Uses and follows GxP Process/Validation Guidelines.
* Acted as System Administrator

**Shire Pharmaceuticals 04/2005 to 05/2007**

**Senior Business Systems Analyst**

* Support and administer for the R & D Business Systems and SharePoint 2003.
* Uses and follows GxP Process/Validation Guidelines.
* Acted as System Administrator

**Centocor (a division of Johnson & Johnson) 10/2004 to 04/2005**

**Level 2 Technical Support Analyst**

* Responsible for documentation and implementation of OPX2 System and software development included reports, styles, formulas, and resource algorithms.
* Uses and follows GxP Process/Validation Guidelines.
* Acted as System Administrator.

**Cephalon Inc. 04/2004 to 10/2004**

**Business Systems Analyst/IT Liaison**

* Acted as the liaison between the Global Product Safety and the Information Systems departments.
* Uses and follows GxP Process/Validation Guidelines.
* Acted as System Administrator.

**First Consulting Group                   02/2000 to 12/2003 Business Systems Analyst/Support Engineer**

* FCG Clients worked as a consultant for FCG at other clients’ locations: Johnson & Johnson’s PRD, AstraZeneca, and in-house at FCG.
* Served as a System Engineer providing support.   
  Uses and follows GxP Process/Validation Guidelines.
* Acted as System Administrator.

**EDUCATION**

* Master of Science, Instructional Technology, 1998 | Thomas Jefferson University, East Falls, PA
* Bachelor of Arts, Psychology, 1990 | Holy Family University, Philadelphia, PA

**CERTIFICATIONS**

* Master Control Certified System Administrator
* docuBridge Certified System Administrator
* docuBridge Certified System User
* Cognos Certified Instructor: Impromptu and Powerplay