Quintin Lim

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EMPLOYMENT OBJECTIVE

Business / Functional Analyst

AREAS OF EXPERIENCE

Test Lead for X-functional teams	SQL / Stored Procedures	Process Flows / Models
Requirements Definition / Analysis	Document Imaging/Archiving	**Change Management**
Six Sigma Scribe / Observer	Excel, pivot tables, charts	Web-based applications
Business Process Reengineering	Diagrams: ER, DFD, task	Vendor Mgt, Point-of-Sale
Agile, Scrum, RUP methodologies	UAT scenarios, VSTF	Ecommerce maintenance

Computer Knowledge:

IBM, Amdahl, Xerox mainframes	Network Architecture	Mainframe Utilities
Web-based systems maintenance	Visio, UML, HTML	PowerPoint, Photoshop
COBOL, CICS, IMS, DB2	Microsoft Office Suite	Access, SQL, SharePoint

SUMMARY OF QUALIFICATIONS

- **U.S. citizen**, with 10+ years professional experience in Information Technologies, including: **Business and Functional Analysis, Scribe and Observer for Six Sigma Kaizen sessions, Facilitation, Testing, and preparing Training guides**. Consistently contributed to developing and implementing new technical solutions for mainframe and PC-based applications, resulting in **improved business efficiency, revenue, and market competitiveness.** Supported with a **Master of Business Administration** degree.

- Solid understanding of Software Development Life Cycle (SDLC) and various methodologies used in different projects, such as TQM (Total Quality Management) and **BPR (Business Process Reengineering).** Exercised Six-Sigma principles of lean processes by eliminating defects and redundant procedures using various metrics and quality tools, resulting in financial savings and improvements in daily work flows.

- Recent assignments include: support for systems that use SAP and Oracle financial systems for a project to reorganize the company's legal entity structure; develop Security Plan for new processing system; design customer-facing Ecommerce applications; document end-to-end corporate processes; select, implement, and test new Mediation system at a new start-up landline telephone company; document current and ideal states, perform gap analyses; implement incremental process improvements in business operations.

- Work style is flexible as a Team Leader or focused as an Individual Contributor, with the ability to **make highly complex projects manageable through goal setting, functional decomposition, time management, written and verbal communications, and excellent troubleshooting / analysis skills.**

EMPLOYMENT HISTORY

Business Analyst   Bellevue, WA
Expedia, contractor w/Zenex Partners   June 2010 – October 2010
- Document the processes at Expedia's call centers, using a combination of individual and group sessions;
- Get approvals from management and SMEs to standardize procedures across all call center locations
- Perform time and motion studies for tasks and Start-to-Finish functions as inputs to Strategic Planning
- Present research findings and recommendations for process improvements to senior-level decision makers
- Coordinate and maintain project deliverables in the SharePoint repository, accessible to all team members

Business Analyst   Bellevue, WA
T-Mobile, contractor w/Silas Technologies   November 2008 – April 2009
- Coordinate **system-wide** implementation of **enterprise-level tools** to monitor mission-critical web-based **eCommerce** applications, sending urgent notifications to Swat teams for timely resolution
- Supervise client / vendor relationships; prioritize requests for project enhancements/changes; identify gaps and resolve; build documents for requirements and functional specifications
- Produce Test Requirements and Technical Specifications documents for review and approvals
- Document enterprise processes and data flows using Visio and Use Cases for process reengineering

Business Analyst   Issaquah, WA
Microsoft, contractor w/Volt   March 2008 – August 2008
- Document and publish **Change Management** procedures for business requirements life cycle
- Coordinate issue resolution with Subject Matter Experts in Business and IT, until all problems are removed
- Interact with Business and IT managers at daily Scrum meetings, working in Agile and RUP environments
- Build appropriate documents for project phase: Business/Functional/Technical Requirements, Test specs, supported with detailed Use Cases, business rules, process diagrams, task flows and E-R diagrams
- Actively participate in Scrum meetings within the framework of waterfall methodology and Six Sigma

Business Analyst   Bellevue, WA
Northwest Trustee Services, ind. contractor   May 2007 – March 2008
- Document/analyze As-Is processes in the company's lines of business; using the principles of Lean Six Sigma, retain only those steps that add value to the corporation; track progress using relevant metrics
- Gather and define requirements from SMEs to design future operations, with Use Cases and process flows
- Facilitate JAD sessions to identify best practices and system requirements; publish summaries for approvals
- Coordinate with IT to recommend procedures for designing User and System Interfaces using wire frames, mockups, and page layouts; transition to new technology with .NET, XML feeds, archived reports, etc.
- Coordinate future designs and releases with directors and CIO, perform gap analysis, streamline processes, & maintain current functionalities; build training, operations, user guides; document security requirements
- Establish priorities and schedules to implement strategic decisions to replace legacy systems for data transmission/storage, document imaging/archiving, two-way communications with vendors and clients, etc.

Senior Business Analyst   Bellevue, WA
Symetra Financial, contractor w/TEK Systems   June 2006 – May 2007
- Troubleshoot, analyze, test, and implement solutions to Web-based, eCommerce production systems that are customer-facing using SQL, stored procedures to extract required information from client databases
- Analyze causes of the most common problems seen in Ecommerce applications, using the principles in Six Sigma, by eliminating defects and minimizing redundant, repetitive procedures for a streamlined flow
- Document security plan using UML and Visio, linking office terminals at headquarters location to remote client databases; recommend improvements to security procedures, to comply with existing legal mandates
- Interview business clients to define and analyze business/functional requirements for 401(k) Online Enrollment processes; obtain approvals for website content and language from all affected departments

Business Systems Analyst   Bellevue, WA
T-Mobile, contractor w/Ajilon Consulting   August 2005 – May 2006
- Support 30 ERP Back-End applications (e.g., HR, POS, Treasury, Real Estate) for Entity Reorganization project to streamline report procedures to government agencies and track the tasks required for the project
- Build business and functional specifications from each application affected by the project, to facilitate the testing process by identifying components needing special attention as they relate to the changes required
- Support the software needs of Treasury, Tax, and Legal departments; managed activities required from IT, business owners, QA testing, and multiple external vendors to implement upgrades and legal mandates

Business Analyst   Houston, TX
Waste Mgmt, Inc., contractor w/Rapidigm   October 2001 – July 2005
- Manage **data gathering** activities to **improve fleet efficiencies** in pick-up routes for all lines of business; lead business and technical contacts in short, daily status meetings to resolve issues impacting the project
- Travel to various company sites across U.S. and Canada to **train on-site personnel** in using the new software; get agreement from area Vice Presidents to schedule site visits, to implement new procedures
- Coordinate with site managers, dispatchers, and drivers to verify customers' addresses for billing and pick-up; pinpoint exact address locations on a map for uploading to the central database for route optimization
- Analyze current processes and using Business Process Reengineering, design a future state scenario and document research findings in the Functional Specifications and Test Requirements documents
- Using the tools within MS Office Suite (Excel pivot tables, Word, Visio, Access, PowerPoint), build project plan to measure resource efficiencies by tracking details of each individual route and local regulations

Business Analyst   Redmond, WA
AT&T FWS, contractor w/Century Computer Consultants   January 2001 – September 2001
- Interview internal and vendor Subject Matter Experts to document **end-to-end corporate process flows**, including: order-taking, mediation, provisioning, infrastructure, billing, reporting, account maintenance, etc.
- Build process diagrams for each corporate function using Visio, supplemented by procedure narratives in M/S Word; obtain approvals from Vice Presidents for the documented processes within their organizations
- Build functional specifications with Use Cases; Context, E-R, and Data Flow diagrams; Process and Work flows; using **Agile, MS Framework, and UML** tools, customized for specific project tasks
- Coordinate with IT technicians to capture the collected documentation and present them on an internal website to be used as reference material for existing employees and as teaching aid for new employees

EDUCATION

Lean Six Sigma	**Green Belt exam** passed with flying colors; preparing to obtain formal Green Belt certification	Bellevue, WA
MBA	**Master of Business Administration** Economics, focusing on International Business subjects	Seattle University Seattle, WA
BS	**Bachelor of Science** General Science: Calculus, Physics, Chemistry, Biology	Seattle University Seattle, WA