

# DAVID SMITH

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## CAREER FOCUS: BUSINESS ANALYST

~ BUSINESS PROCESS IMPROVEMENT ~

**Accomplished Business Analyst / Team Lead / QA Expert**  
**Background in financial services/banking and telecommunications**

**Verifiable history of successfully coordinating projects and exceeding expectations**  
**Successfully combine business and IT background**

Proven track record of translating business requirements into technology solutions. Practiced in clarifying business requirements, performing gap analysis, and designing/orchestrating processes and system improvements to increase productivity, streamline operations and reduce costs. Experienced with system implementation/conversion, testing and project tracking. Credited for delivering projects on time and on budget.

- Process Analysis & Redesign
  - System Solution Architectures
  - Cost & Resource Estimates
  - Project Risk and Scope
  - Vendor Management
  - Auditing Information Systems
  - Project Management
  - Budgeting & Planning
  - Quality Assurance
  - User Acceptance Testing
  - Proposal Management
  - Relationship Building
  - Process Analysis
  - Cross Functional Teams
  - Project Tracking
  - Delivery Methodologies
  - Production Planning
  - Team Leadership
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## PROFESSIONAL EXPERIENCE

### TD BANK, Cherry Hill, NJ

2013-present

#### **Project Coordinator / QA Lead Business Acceptance Group / Functional Testing Group – Change Management Team**

- Selected as Team Lead (*one of first hired and youngest on team*) to coordinate Regulatory Report Automation Project (Dodd Frank and Call Reporting Process) (quarterly, monthly and annual reports-strictly U.S. based) designed to enhance production efficiencies while decreasing operational risk.
- Accountable for business acceptance testing of logic deployed to populate regulatory reporting schedules via Axiom. Demonstrated expertise of data mining: successfully converted 400-800 Excel sheets into Regulatory Reporting system via business rule application.
- Support Senior Business Analyst with development of on-boarding handbook and standard operating procedures. Launched and conducted training for a 10-person team.
- Successfully bridge the gap between business partners and IT through meticulous communications of functional requirements to internal business units. Serve as role model and motivator for continuous process improvements.
- Promoted to Project Coordinator from QA role based on initiative of identifying, researching, and rectifying gaps and discrepancies in Regulatory Reporting.
- **Environment:** Axiom, Hadoop, Dodd Frank, Java, C#, C++, Flash, CSS, VB, SharePoint, Quality Center, ALM QC, Quick test Pro, LoadRunner, Windows – XP/7, 2003, UNIX, Oracle, SQL Server 2008, JBOSS, XML, HTML, MS Office, MS QMF, Mainframe, Terminal Emulator, Sprinter, IE.

### PNC BANK, Plainfield, NJ

2012-2013

#### **Senior Quality Assurance Engineer**

- Facilitated the Systems and Technology (S&T) Payment Gateway Solution for corporate clients, including electronic commerce and data warehouse systems.
- Analyzed business requirements and programmed test scripts based upon test strategies/test plans.
- Reviewed processes and met with business groups and stakeholders to identify new processes and determine gaps/defects in existing processes.
- Interfaced with development team regarding test results.
- Performed back-end testing to ensure data consistency/data integrity on the front-end.
- Extensively worked with Quality Center for bug reporting/tracking. Interfaced with developers, business and management teams.
- **Environment:** Quality Center, ALM QC, Quick test Pro, LoadRunner, Windows – XP/7, 2003, UNIX, Oracle, SQL Server 2008, Java, VB, SharePoint, Crystal Reporting, BOSS, CA, XML, HTML, MS Office, Toad, Mainframe, Terminal Emulator, Sprinter, IE.

AT&T, Sommerset, NJ  
**Quality Assurance Tester**

2007-2011

- Implemented multi-layer communication application, customer feedback management system and cross platform testing including self-servicing marketing applications.
- Researched and modified existing policies on various underwriting platforms.
- Analyzed business requirements and programmed test scripts based upon test strategies/test plans.
- Reviewed processes and met with business groups and stakeholders to identify new processes and determine gaps/defects in existing processes.
- Interfaced with development team regarding test results/software bugs.
- Performed back-end testing to ensure data consistency/data integrity on front-end by writing/executing SQL queries on Oracle database.
- Extensively worked with Quality Center for bug reporting/tracking. Interfaced with developers, business and management teams.
- **Environment:** Quality Center, Quick Test Pro, LoadRunner, Windows XP, Windows Server 2003, UNIX, DB2, SQL Assistant, QMF, SQL Server 2008, Visual Basic, Java, XML, HTML, Word, Excel, PowerPoint, Outlook, CA Clarity.

**TECHNICAL SKILLS**

Testing tools	ALM QC, Quality Center, Quick Test Pro, Load Runner
Defect Tracking	Quality Center, ALM QC
Databases /UI	SQL Server 2005/2008, Oracle, My SQL, DB2/SQL Assistant, QMF, TOAD
Scripting languages	VB Script, HTML, XML,
Application environments	C, Chemicals++, C#, .NET Framework, ASP.NET, EDI, Crystal, .NET Web Services, SSIS, SOA, CSS, Java, COBOL, JAVA
Application/Web Servers	IIS, JBoss, Web Sphere, I Series, Message Broker, UNIX, Oracle
System/Project Tools	Axiom, Hadoop, MATERIALS SCIENCE Office (Word, Excel, PowerPoint, Outlook), MS Visio, MS Project, CA Clarity
Methodologies	Waterfall, Agile, Scrum, Iterative
Operating Systems/ Products	UNIX, LINUX, Windows – 7, Vista, XP, Windows Server 2003, 2008

**CERTIFICATION**

HADOOP Certified Test Analyst

**EDUCATION**

Bachelor in Science, Rowan University at Glassboro, New Jersey