Dave Giroski

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**SUMMARY**

**Project Management/Business-System Analyst/Requirement:**  With extensive experience in co-coordinating with Business and IT teams across all phases of software development life cycle. Knowledge and experienced in Software Development Life Cycle (SDLC) like Waterfall & SAFe Agile methodology. Expertise in gathering, analyzing, and documenting user cases, business requirements and developing business requirement documents and functional requirement Specifications. Experienced in writing, implementing, and maintaining traceability matrices for baseline documents. Experience in development documents such has scope document, requirements document, design document, testing plan document, project schedule, work breakdown structure and user cases. Have scheduled, planned, managed resources, administered project changes, tracked implementation, planned, and executed quality assurance reviews from day one of the project. Experienced in Safe Agile framework where include SAFe agile methodologies and ceremonies. Performed in risk assessments, implemented project, lessoned learned, peer reviews and presented reports to executive management. Possess multi-industry business analysis, people management, process improvement/reengineering. Excels in managing and leveraging client relationships as well as solving complex problems in high pressure environments

**TECHNICAL PROFICIENCIES**

Methodologies UML, RUP, SDLC, Waterfall, Agile

SAFe 5 Certified Agilist

SAFe 5 Scrum Master

SAFe 5 Product owner

Master’s Certificate in Project Management  
Documentation Tools Quality Center (ALM), Dimensions, Visio, MS Word, MS Excel, MS PowerPoint, Sharepoint

Service Now, Jira & Confluence  
Internet Technology JavaScript, XML, HTML  
Project Management Microsoft Project, Microsoft Office Suite  
Operating Systems Windows (NT/2000/XP), UNIX, Linux  
Database Oracle, Sybase, SQL, MS Access, Data warehousing(EDW)  
Business objects, Crystal Reports, Cognos, Microstrategy Reporting, SQL Server, OBIEE, Aqua(SQL), SAS

**SELECTED ACHIEVEMENTS**

* Documenting functional and nonfunctional requirements
* Participated in 5 Scrum teams working on implementing Agile methodologies and Scrum ceremonies to facilitate the on-time product delivery with co-workers and stakeholders.
* Participated in 5 daily Scrum DSU calls were bridge communication among various technology teams and continuous improvement initiatives
* Participated in multiple SAFE Agile PI events to develop business goals with the business content, Roadmap and vision, plus to capture the top features in the Program
* Effective & Excellent communication skills with Co-workers, peers and stakeholders
* Good organizational skills
* 12 plus years in healthcare management experience
* Scheduled deployment plans for implantation
* Created defect report
* Created Deep Dive Analysis reports for numerous projects
* Collaborated with customer outside and internal customers on reporting requirements

**PROFESSIONAL EXPERIENCE**

**Ventech Solution 2016-Present**

**Project Manager/Customer Support Manager**

* CSM for ADO’s ESS-Ventera ( File Management & Harp), Damod (SAS Viya & CDR) & CDAC with On-going support as needed for Cloud environments using SAFe Agile framework
* Assisted ADOs with Remedy and Service now incident and request
* AXWAY Project Manager for Ventech for support and deployments for MW-OPS
* Send weekly status on AXWAY support projects to ADO, PM3, Ventech and CMS
* Setup up daily and weekly calls with ADO’s, PM3 and CMS
* Updated Dashboard and SharePoint on ADO status per week
* Setup triage call for deployments with ADO’s and Ventech engineers
* Assisted ADO’s in moving deployment over to the AWS CLOUD
* Release Coordinator for HQR, Public reporting, all ES application for CMS.
* Worked with team members on creating SOP for release management.
* Contribute to meeting with CMS, PM3(Third party for requirements) and ADO on current issues with that LOB.
* Sent deployment MDS for deployments to HIVVS (testing) environments.
* Sent deployment MDS for deployment to production environments.
* Worked with other PM’s assisting in current issues with that LOB.
* Sent true-up to HIVVS(testing) environments
* Wrote Release coordinator release document on process and procedures
* Release coordinator monitor for the deployment Agenda call and report. (Monitor for all deployments for all environments with CMS, PM3 and all LOB’s).
* Triage defect in HIVVS testing cycle
* Triage defect in production

**Wells Fargo 2015-2016**

**Business Analyst/Data Analyst for Wells Fargo**

* Created Business requirement documents for internal processing.
* Created algorithms through SAS.
* Work with data analyst on new requirements documentation.
* Work with Data analyst on new production algorithms through SAS.
* Created algorithm for monthly and yearly cost across company's platform
* Worked with other BA's assisting in algorithms through SAS

**Insight Global 2014-2015**

**Business Analyst/Data Analyst for Optum (United health Care)**

* Created Business requirement documents for outside insurance company's run through internal insurance processing for claim processing.
* Created algorithms through SAS for cost saving through medicare and medicaid claims processing
* Updated SDD’s documents and RTMS for requirements for claims processing
* Work with data analyst on new requirements documentation for claims processing
* Work with Data analyst on new production algorithms through SAS for claims processing
* Created algorithm for monthly and yearly cost across company's platform
* Worked with other BA's assisting in algorithms through SAS

**Acentia Company LLC** **2010-2014**

**Deployment Engineer for CMS (Certified Medicare Services)**

* Wrote SQL Scripts for reporting documents
* SQL scripting for multiple data joins for reporting
* Updated SQL Scripts for schedule monthly reports
* Wrote SQL scripts to pull multiple data
* Work has Business analyst on new requirements documentation
* Created & Updated test plans in HP quality Center
* Created UAT testing in HP Quality Center
* Created defects in HP Quality Center
* Schedule deployment for Hospital reporting contract
* Schedule production fixes for Hospital reporting
* Triage defect in V&V testing cycle
* Triage defect in production
* Scheduled JAD session with co-workers and stakeholder on Business requirements
* Scheduled JAD session with co-workers and stakeholder on scheduled deployments
* Was deployment Engineer has well has Business Process Analyst for deployments
* Work with release manager on development and defect
* Scheduled and participated in Peers reviews
* Monitor all remedy ticket for Hospital reporting contract.
* Creating new and updating current legacy PowerBuilder reports.
* Updating new SQL packages for requirements for current legacy reports.
* Inserting data into tables to update and test new or legacy reports.
* Defect lead for all defects for the CMS account, where create reports for management on status for all defects by third party testing company and own QA testers.
* Fix production reports upon request.
* Work has BA’s on new requirements documentation
* Updated SDD’s documents and RTMS for requirements and RCR’s

**21st Century Technology Houston, TX** **2010-2010**

**Business Analyst**

* Business Analyst for DOL ICERT system application modules.
* Analyzes business or scientific problems for resolution through electronic data processing, gathers information from users, defines work problems, and, if feasible, designs a system of computer programs and procedures to resolve the problems.
* Develops complete specifications or enables other Computer Programmers to prepare required programs and analyzes subject-matter operations to be automated; specifies number and types of records, files, and documents to be used and outputs to be produced; prepares work diagrams and data flow charts; coordinates tests of the system and participates in trial runs of new and revised systems; and recommends computer equipment changes to obtain more effective operations.
* Applies systems analysis and design skills in an area such as a record keeping or scientific operation
* The Computer Systems Analyst II reviews proposals which consist of objectives, scope, and user expectations; gathers facts, analyzes data, and prepares a project synopsis which compares alternatives in terms of cost, time, availability of equipment and personnel, and recommends a course of action; upon approval of synopsis, prepares specifications for development of computer programs.
* Duties also include the ability to determine and resolve data processing problems and coordinate the work with program, users

**NCR, Rockville, MD** **1996 – 2009**

**Project Manger/Business Analyst**

* Moved all customer and internal reporting over to Business Objects and client tools, developing time zone reporting worldwide for global reporting.
* Developed Helpdesk standard reports through Business Object using the client applications.
* Used Business Object XI applications by developing multiple reports.
* Helped in running EDW reports, Crystal reports and deep dive analysis for the DECA helpdesk in Columbia to help identify software and hardware issue to drop their call rate down per month.
* Ran all reporting for hardware from Sparks plus EDW reports for CE dispatches, helping in developing new processes that contributed to dropping OBF’s (Out of Box Failures) by over 35% and NFF’s (No Fault Found) by over 25%.
* Assisted in setting up a database that TIER II analyst and DEPO maintenance personal could view for repeat offenders that helped determine the cause of the equipment, dropping both OBF’s and NFF’s.
* Created multiple reporting for Helpdesk and Standard Helpdesk reports to transfer all accounts to organize Columbia Helpdesk for DeCA, improving helpdesk reporting processes.
* Converted all reporting from the GEMS Remedy to EDW-Business Object for all accounts at the ACCC helpdesk to EDW and created reports for other account across NCR worldwide.
* Created Crystal reports for helpdesk accounts on companies Remedy and customer Remedy systems.
* Initiated a project plan for tracking all products on the account that dropped OBF’s (Out of Box Failures) and NFF’s (No Fault Founds) by over 25%.
* Acted as USPS Postal Stores Project manager, Software developer, Senior System Support Analysis (TIER III & IV) for 670 USPS Postal Stores.
* Developed and Tested 3rd party applications on a Windows NT operating system and built CD install and recovery program.
* Wrote support procedures for TIER I and II help desk, providing Level lI, III, & IV support for AAFES Burger King.
* Setup and implemented training for Columbia Helpdesk. Setup (CKS) and configured simulator for Columbia helpdesk.
* Created USPS reports through datawarehousing for hardware support through the helpdesk and Depo maintenance.
* Collaborated on customer requirements for USPS Postal stores software requirements installation
* Collaborated with customer outside and internal for reporting through Business Objects and designing business Object universe
* Created and developed technical documentation for new and current hardware 7 software systems and processes
* Have communicated with end-user on training or final process of reporting applications
* Understanding of SLA and SOW documentation, where have been on team to write new SLA or SOW documentation

**EDUCATION**

**AA**, **Computer Electronics in Applied Science & Technical Engineering**, ITT Technical School, Youngstown, OH

**PROFESSIONAL DEVELOPMENT**

**Business Objects**, Arlington, VA

Business Object 6.5 Core reporting (BO103)

Business Objects 6.5 Advanced Reporting (BO302)

**ESI International**, Arlington, VA

Project Management Institute

Completed and Received Master’s Certificate in Project Management

**Learning Tree International**, Reston, VA

Windows NT 4.0 Workstation and Server

Microsoft System Management Server