

CLIENT'S NAME

Los Angeles, California 123456 123.456.7890 writers@gmail.com

BUSINESS SYSTEMS ANALYST | BLOCKCHAIN ANALYST

QUALIFICATIONS PROFILE

Highly analytical and performance-focused professional, offering broad-based experience in system design, process improvement, new business development, and data analysis. Known for employing strategic and proactive approaches in identifying solutions to complex problems, optimizing operational structure, directing team efforts, and overseeing the delivery of technology services to clients. Effective at collaborating and establishing positive relationships with diverse groups of individuals. Bilingual in English and Chinese. **Willing to Relocate.**

AREAS OF EXPERTISE

**System Development Life Cycle | Customer Service and Relations | Business Analysis
Strategic Planning and Implementation | Interface Design and Evaluation | Project Management**

PROFESSIONAL EXPERIENCE

United Solutions LLC – Rockville, MD, USA

Business System Analyst | Business Associate

2018–Present

- Showcase adeptness in developing Blockchain-based applications for various organizations including data maps and NoSQL data models to improve data structure.
- Made substantial contribution in human-centered design meetings and power user sessions to validate business processes, gather business requirements, inquire clarification on processes and priorities, and determine up-to-date developed Blockchain-based applications.
- Assess client business requirements and processes through the use of document and workflow analysis, interviews, and workshops.
- Take charge of managing Unit and component functional, integration, system, and user acceptance testing (UAT) which included drafting test plans and scripts.
- Communicate between clients and cross-functional teams to guarantee mutual understanding of requirements as well as product and service visions.
- Analyze technology solutions and provide recommendations for system operation improvement.
- Execute technical writing such as technical specification documents, project progress and problems, and action plans.
- Determine epics while drafting user stories for proposed functionalities of Blockchain-based applications.
- Function as liaison within the Cross-Functional Team comprising of business systems analysts, user experience (UX)/ user interface (UI) designers, and developers.

SUNY Office of Diversity, Equity & Inclusion (ODEI) – Albany, NY, USA

Graduate Assistant, University-wide MWBE Program

2015

- Distinguished as liaison between developers and IT product users throughout the website redesign project.
- Delivered website features to users through the development of presentation slides.
- Developed appropriate databases through MWBE data integration, which was collected from systems and papers.

New York State Department of Health, Division of Program Development & Management (DPDM) – Albany, NY, USA

Student Assistant

2014–2015

- Demonstrated requested information for decision-making by addressing queries in the business intelligence (BI) system
- Made use of Excel in analyzing the reimbursement mechanism of Medicaid programs.
- Oversaw network of health service providers to maintain numerous databases.
- Pivotal in reaching insurance plans to ensure compliance with regulations and policy updates as well as organizing further analysis through data accuracy.

State University of New York – Albany, NY, USA

Project Research Assistant, SUNY/CID, Center for International Development

2014

- Examined performance monitoring plan by encoding qualitative data and developing Access database.
- Assumed accountability in drafting observations in accordance with reports and databases.

University at Albany, State University of New York – Albany, NY, USA

Project Assistant, Center for Technology in Government (CTG)

2014

- Gathered systems requirements through envisioning workshops designed for stakeholders.
- Reviewed technology development within the industry as well as compiled user stories by drafting memos and activity reports.
- Delivered processing maps of IT and non-IT procedures through Microsoft Office Visio.

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EDUCATION

Master of Science in Information Science, with Concentration in Information Systems and Technology

College of Emergency Preparedness, Homeland Security and Cybersecurity (CEHC) University at Albany | Albany, NY, USA
GPA: 3.93

Master of Public Administration, with Concentration in Information Strategy and Management and Data Analysis

University at Albany, State University of New York, Rockefeller College of Public Affairs and Policy | Albany, NY, USA
GPA: 3.88

Bachelor of Arts in English

Qingdao University | Qingdao, China
89.11/100

PROFESSIONAL DEVELOPMENT

Blockchain for Business - An Introduction to Hyperledger Technologies
Google Analytics for Beginners | App Design Course - UX, UI, and Design Thinking

AWARDS AND HONORS

Excellent Graduate of Shandong Province | Excellent Volunteer of Shandong Province

ACTIVITIES

Co-founder, GalTogether-US-based Chinese Young Moms Community
Content writer, Infant to Children Parenting and Education Blogs

TECHNICAL ACUMEN

Software	Microsoft Office Applications (Excel, Access, Word, PowerPoint, Visio, Project, and Outlook) ESRI ArcGIS Cool Editor Pro Jing Adobe XD R STATA SPSS Tableau Adobe PDF Adobe XD
Language	Html CSS JavaScript Java Microsoft Visual Code Studio SQL JSON
Database	Relational Database NoSQL

PROJECT

Project Name: Blockchain/Distributed Data Layer for Health and Human Services (HHS) 2024

Role: Business Systems Analyst

Objective: To modernize the acquisition process.

- Created Microservices at the top of Blockchain data layer to meet various needs within HHS operating divisions.
- Obtained significant savings for the agency and enhanced workforce efficiency in executing daily routines.
- Formed new marketplace through health competition between vendors.