

## DeEtta E. Balthazar

[deettaj@msn.com](mailto:deettaj@msn.com)

[www.echoicesolutions.com](http://www.echoicesolutions.com)

Cell: 214-476-6083

Senior Business/Systems Analyst with over 20 years' experience in Information Technology. I have an extensive background in business and systems analysis, project management, and application development.

### Summary

- Superior analytical, critical and problem solving skills
- Excellent communication, presentation and interpersonal skills
- Experience with managing medium to large scale custom software application development projects
- Ability to work across multiple organizations
- JAD/JAR Sessions
- Agile, Iterative, Waterfall and SCRUM Methodology Background
- Agile/SCRUM process lifecycle Portal
- Service Oriented Architecture (SOA) based environment
- Rally's Agile Management tool (Rally Dev.)
- Airline PSS experience
- Extensive knowledge of business process modeling and enterprise analysis
- SharePoint web portal development experience – <http://baworkspace.com>
- Experience using cloud technologies (Office 365)

### EDUCATION/PUBLICATIONS

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- Jones International University, Master's Degree, Adult Education with a focus on adult learning theory and e-Learning, 2009
- Northwood University, Bachelor Degree, Management Information Systems (MIS), 1998
- Published e-Analyst Redbook Series, 2008 -

### PROFESSIONAL CONTACTING EXPERIENCE

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Business Consulting: Established in 1994, E-choice Solution has provided business analysis consulting services, products and training to several major corporations in various industries.

#### CLIENTS:

Dole Fresh Vegetables, Monterey, CA, 10/10/11 to -01/13/2012

Business Analyst Consultant, Contractor

Role: Establish Business Analyst Center of Excellence

- Developed Standards, metrics and best practices for conducting business analysis
- Develop Business Analyst Infrastructure and competency model

- Developed user documentation and provided in-house business analysis training
- Develop business analysis templates, business analysis workflows
- Conducted skills assessments to determine training needs
- Worked on pilot project that involved creating business analysis documentation, process flows, requirement gathering sessions
- Project Management Duties – Develop and manage project charter, manage project resources, created Business Case, Conduct status meeting.

Hewlett Packard/American Airlines, March 7, 2011 to 09/4/2011

Business Analyst/Product Owner – Contractor

Project: Agileaire/Jetstream PSS

Product information - Agileaire is the next-generation airline customer service solution built on HP's industry-leading service-oriented architecture for transportation. HP Agileaire PSS automates all major passenger service functions: pricing, shopping, reservations, ticketing, check-in, seat assignment, and ancillary service sales. The first client implementation is American Airlines Jetstream product which will be a customization of the Agileaire product. As Product Owner/SME/BA my role was to work with Agileaire product as well as American Airlines Jetstream product to provide the following services:

- Executing the requirements determination process to elicit, document, and verify requirements from product managers and clients;
- Presenting status reports to executives in the form of presentation, demonstrations and artifacts
- Develop Business Process Models into Agile User Stories
- Assists SCRUM team members in producing functional requirements
- Assist with the development of project SharePoint site
- Worked collaboratively with clients and stakeholders - both external and internal - to research, elicit, analyze, validate and document business requirements.
- Ensure those requirements clearly reflect true business needs, and correctly represent all stakeholders.
- Translate business needs into system/ application requirements and project components to help determine solutions to business problems.
- Translating the business process model into user stories
- Developing acceptance criteria and test scenarios
- Train, mentor and supervise a team of business analyst on the creation of business process models and scenarios, entity diagrams, functional use cases, user stories and user story acceptance criteria

University of California Office of the President, Oakland, California, June 2010 to October 2010

Business Analyst Consultant

Under the direction of the Director of the Project Office I was responsible for planning, designing and developing the IT Business Analyst Center of Excellence (BACOE):

- Mentor, lead and coach team of business analyst (Team of 5 people)
- Developed Standards, metrics and best practices for conducting business analysis
- Develop Business Analyst Infrastructure and competency model
- Developed user documentation and provided in-house training for web-based

applications

- Implement Business Analyst Center of Excellence
- Conducted skills assessments to determine training needs
- Evaluated existing training programs and provided recommendations for future learning needs
- Determined appropriate instructional methods such as individual training, group training, presentations and brown bag sessions
- Utilized e-Analyst Redbook training guides to teach the basic concepts of business analysis
- Established pilot projects to measure the effectiveness of training program
- Created templates and other tools to support Business Analyst activities
- Utilized SharePoint to design and develop a Business Analyst training and knowledge-based portal
- Conducted status meetings and presentations to Executives to demonstrate the value added to the organization by the Center of Excellence

Dollar/Thrifty Automotive Group, Tulsa, Oklahoma, March 2009 to March 2010

Business Analyst Consultant, Contractor

Project – Responsible for the development of the Business Systems Analysis Center of Excellence to provide a broad, common approach for conducting business analysis activities. Duties included:

- Mentor, lead and coach team of business analyst
- Manage the resources of the team to ensure that appropriate BA resources are assigned to projects
- Conducted skills assessments to determine training needs
- Evaluated existing process and perform gap analysis
- Evaluated existing training programs and provided recommendations for future learning needs
- Determined appropriate instructional methods such as individual training, group training, presentations and brown bag sessions
- Utilized e-Analyst Redbook training guides to teach the basic concepts of business analysis
- Established pilot projects to measure the effectiveness of training program
- Developed Standards, metrics and best practices for conducting business analysis
- Develop Business Analyst Infrastructure and competency model
- Evaluating existing processes to and identified gaps and pain points
- Implement Business Analyst Center of Excellence
- Created templates and other tools to support Business Analyst activities
- Utilized SharePoint to design and develop a Business Analyst training and knowledge-based portal
- Conducted status meetings and presentations to Executives to demonstrate the value added to the organization by the Center of Excellence

Hawaiian Airlines, Honolulu, HI, from November 2007 to October 2008 – Senior Business Analyst/Project Manager - Contractor

Project: Worked as a liaison between the business and technical team to capture requirements

that would allow Hawaiian airlines to establish flight service into the Philippines:

- Managed a team of consultants with the customization of ticketing and reservations systems and enhancements to Hawaiian Airlines website (HA.com)
- Captured requirements and developed airline flight plan to provide services into a high-risk country
- Developed user documentation and provided training for ticketing and reservations system
- Updated airline emergency protocol documentation
- Participated in Vendor selection in US and abroad
- Performed weekly presentations and status reports to management

City of Jacksonville, Jacksonville, FL - From March 2007 to September 2007 – Business Analyst/Project Manager - Contractor

*Project:* Capture and document system specifications for 911 Computer Aided Dispatching (CAD) for fire and police department:

- Collaborate with customers and internal resources to meet established development timeframes and targeted completion dates
- Capture business requirements, processes and requirements and translate to technical specifications
- Reviewing, analyzing and documenting specifications of the existing 911CAD system and GIS/GPS systems and develop functional specifications
- Create database to trace requirements
- Attended Vendor demos
- Facilitate requirements gathering sessions and JAD sessions with users and technical team
- Conduct weekly status meetings with management
- Worked with vendors to complete user documentation

Fidelity Information Services (FIS), Jacksonville, FL April 2006 to December 2006 - Senior Business/Systems Analyst - Contractor

*Project:* The objective of this project was to capture requirements to build an interface that would allow Fidelity's in-house systems to interface with the Rate Calculator. The Rate Calculator is a web-based Service that calculates Title Policy Premiums. My major responsibility was to:

- Facilitating requirements gathering, workshops and JAD sessions
- Capture and document business requirements, use cases and develop business model
- Documenting business requirements, workflows and business processes
- Create user documentation and provide training
- Working with the technical team to create a functional specification design document
- Developing attribute mapping matrix
- Analyzing XML Schema to verify rate calculations
- Work with Management to provide status reports and obtain documentation sign-offs

American Airlines, Dallas, TX – January 2006 to March 2006 – Senior Business Analyst/Project Manager

*Project:* Advantage Loyalty Program - The Advantage program allows American Airlines Advantage Customers who book frequently with the airline and accrue mileage points and redeem them from American Airlines and their partner programs. My role as an Analyst was to act as the liaison between several business units and American Airlines partner programs to:

- Capture requirements for a new system
- Develop requirements management plan and establish requirements traceability
- Develop Request for Proposal (RFP).
- Developing a project request that outlined project estimated cost, resources and timelines and business case
- Create Project Plan and Project Charter.

Nike World Headquarters, Portland, OR May 2005 to October 2005 – Senior Business/Systems Analyst Contractor

*Project:* Nike Oracle ERP Implementation - This project involved implementing i2 supply-chain Software to manage Nike footwear inventory. My role was to work with the business and technical team to ensure that all requirements were met during the customization, implementation and testing of Oracle Enterprise Suite:

- Defining and capturing process improvements (“As Is” and “Future State”)
- Developing a business case and use case narratives
- Customizing User Interface screens
- Developing user documentation and providing training

Albertsons Corporate, Boise, ID October 2004 to March 2005 – Senior Business Analyst Contractor

*Project* – Implementation of Oracle I Supplier Portal – The I Supplier Portal is an Internet self-service tool which gave Albertsons suppliers the ability to directly access their information and enter business transactions through a secured web site. My role as an Analyst was to work as the liaison between the Business and Technical team to:

- Capture and manage business requirements
- Develop Proto-type
- Develop and document business and functional specifications
- Develop user documentation
- Provide training sessions for Vendors as well as Staff

Blue Cross Blue Shield of Florida, Jacksonville, FL November 2003 to September 2004 – Senior Business/Systems Analyst - Contractor

*Project:* Multi-State Blue Options -The multi-state project was an insurance plan that would allow companies that had headquarters in Florida and employees in other states to purchase a Blue Cross Blue Shield Multi-State Options plan. My role was to document processes and capture requirements for the Contract Automation and Pre-Enrollment Kit systems:

- Conduct Business and Systems analysis and develop project documentation
- Develop user training material
- Train and mentor junior business analyst

- Document processes and conduct document reviews
- Work with Project Manager to establish project cost, establish timelines and assign and manage resources
- Facilitate user requirements gathering sessions, status meetings to management in the form of presentations

Baylor Medical Center, Dallas, TX October 2002 to February 2003 – Senior Business Analyst - Contractor

#### Medical Claims Processing Software Project

This project involved implementing a software application that automates medical claims, dental claims and vision claims processing for healthcare organizations. I was responsible for working with staff to capture requirements for customization of off the shelf medical claims software.

- Evaluate and documented existing process
- Perform gap analyst
- Develop project documentation
- Create user documentation and provide training
- Created process flow, activity and data diagrams
- Conduct requirements gathering sessions
- Facilitate Status meetings

TXU Electric & Gas – Dallas, TX November 2001 to September 2002 – Business Analyst/Project Manager - Contractor

Oversee and manage the deployment of medium to large scale Intranet / Internet website projects: responsible for establishing and managing project cost, identifying resources and managing a team of 20 consultants. I was also responsible for maintaining web content, capturing business requirements and developing functional specifications.

Anderson Consulting – Dallas, TX May 2000 to August 2001 – Business/Systems Analyst - Contractor

Project: Contract Automation - Contract Automation is browser-based applications that automate the creation and management of legal documents. I was responsible for defining requirements to upgrade existing system: conducting requirements gathering and JAD sessions to capture and document technical specifications and work with technical team to develop prototype.

Comp USA – Dallas, TX January 1998 to November 1998 – Programmer/Analyst - Contractor

Project: Development of Inventory tracking software project. My role was to develop an Access database application for a furniture rental company. The application was developed to track inventory, accounts payables and receivables and print custom reports.

IBM Global Services, Dallas, TX – January 1997 to December 1997 – Programmer Analyst - Contractor

Project: Development of Y2K Date conversion software. Worked with a team of Developers to

design, develop and implement Y2K Date conversion software.

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#### **PERMANENT WORK HISTORY**

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Texas Instruments, Dallas, TX – February 1994 to December 1996 – Novell System Engineer

Project: Novell Local and Wide Area Network Implementation. I was responsible for managing implementation activities: developing project and migration plan, oversee the installation of LAN/WAN network systems infrastructure and local servers and managing System Engineers.

Legal Services of North Texas, Dallas, TX – September 1988 to May 1993 – Novell System Administrator

Novel LAN/WAN Administrator - Responsible for analyzing, designing, testing and evaluating Local and Wide Area Novell Network, Prepared project and migration plan and oversee the installation of LAN/WAN network systems infrastructure and local servers.

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#### **ORGANIZATIONS/MEMBERSHIPS**

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- Member of International Institute of Business Analyst (IIBA)
- Rational Users Group
- National Association of Female Executives
- National Black MBA