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## SUMMARY:

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I have over 8 years of practical experience in the industry serving as both a Business Analyst and a Data Analyst. In some of my more recent client projects, I have been involved in a large scale implementation project and a conversion project utilizing Microsoft Office SharePoint Server 2007 (MOSS) in a technical Business Analyst role. I have also served as a Business Analyst in a conversion project going from a BusinessObjects reporting environment to SQL Server Reporting Services (SSRS) reports. In addition, I have served as a Data Analyst in the benefits administration arena (with an emphasis around health and welfare) related ETL projects and have worked with business users, as well as product users, on globally supported projects. On these global support projects, I have been in charge with leading teams of off-shore developers.

As a Business Analyst, I have been responsible for gathering business requirements, documenting business processes/workflows, creating documentation, training power users, and managing project timelines. I am inspired by opportunities to be creative and am equally motivated as an individual contributor as well as in cooperative team environments.

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## EDUCATION AND ORGANIZATIONS:

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BAYLOR UNIVERSITY, Waco, Texas  
Bachelor of Business Administration  
Major: Management Information Systems

- Member – International Institute of Business Analysis (IIBA)
  - National and local chapter (Houston)
- Member - Delta Sigma Pi, Business Fraternity
  - Beta Iota Chapter at Baylor University
  - Managed and directed activities for 20-member pledge class.
  - Developed action plans for completing required activities on a scheduled basis.

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## SKILLS:

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| • Microsoft Office SharePoint Server 2007 (MOSS) | • Microsoft Windows 9x, 2000, XP     |
| • Windows SharePoint Services 3.0 (WSS 3.0)      | • Microsoft Office Suite             |
| • Microsoft SQL Server 2005                      | • SecureFx                           |
| • Microsoft Visio 2003 and 2007                  | • Lotus Notes                        |
| • Microsoft Virtual PC                           | • Group1 – Doc1                      |
| • Informatica Power Center 7.3.1                 | • DB2                                |
| • Requirements Gathering                         | • Mainframe Session                  |
| • Documentation Creation                         | • SQL                                |
| • Use Case Development                           | • Quest, AQT                         |
| • Business Process/Workflow Documentation        | • Citrix                             |
| • Mockup Creation                                | • JCL                                |
| • SnagIt   | • PC Hardware Configuration          |
| • Camtasia Studio                                | • SourceForge 4.4 Enterprise Edition |
| • BusinessObjects 6.5.1                          |                                      |

## **WORK EXPERIENCE:**

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- 04/2007-08/2009      **SOGETI USA, LLC, Houston Texas**  
**SENIOR CONSULTANT**
- Member of both the Enterprise Microsoft Solutions and Project Consulting Services (PCS) practices in a Business Analyst role utilizing Microsoft and other cutting-edge technologies and methodologies on client team projects
  - When not staffed on a project, helped on sales pursuit teams. Responsibilities included project estimation, proposal presentation documentation and statement of work writing.
  - See next section "Sogeti Project Experience" for specific client team project information

## **FOLLOWING IS ALL OF MY PROJECT EXPERIENCE WHILE WITH SOGETI USA, LLC :**

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- 07/2008-07/2009      **PROJECT – SCHLUMBERGER, DCS HR Desktop**  
**SOGETI USA, LLC, Houston, Texas**  
**SENIOR CONSULTANT – SHAREPOINT BUSINESS ANALYST**
- Was the lead SharePoint Business Analyst for the Data Consulting Services (DCS) HR Desktop project. The project involved creating a HR Desktop solution which included five applications utilized by DCS Human Resources. The solution was built using a Microsoft Office SharePoint Server (MOSS) environment using both 'out of the box' and custom ASP.Net functionality along with Nintex Workflows.
  - Created all Business Requirements Document templates that were used throughout the project lifecycle.
  - Lead meetings with Schlumberger DCS HR managers and business user 'Subject Matter Experts' in order to elicit requirements for individual HR Desktop applications.
  - Gathered and documented Requirements using the Business Requirements Document templates for all five applications that were used within the DCS HR Desktop.
  - Helped create the overall project plan including indentifying all necessary tasks for the project.
  - Performed analysis on existing DCS HR applications. Along with this analysis, gathered requirements on how these applications would function on the new HR Desktop MOSS environment.
  - Documented existing business processes and 'to-be' system workflows using Microsoft Visio that were part of the Business Requirements Document creation effort. For those business processes that were brand new and had no existing application or process, created the process for these applications.
  - Created SharePoint form mock-ups that were part of the Business Requirements Document creation effort.
  - Created end user documentation (User Guides and walkthroughs) for all five applications of the HR Desktop
  - Created User Acceptance Testing (UAT) scripts for all five applications of the HR Desktop that were used by end users during User Acceptance Testing.
  - Created the 'Administrators Guide to the HR Desktop' documentation that is used by DCS HR Desktop Administrators in order to administer the HR Desktop.
  - Trained all DCS HR Desktop Administrators on how to administer the HR Desktop before project completion date.
  - Participated with and gave suggestions to SharePoint Developers in the design of the HR Desktop solution. This also involved the design (based on requirements) of the security, screens/views, input forms, workflows/email notifications (text), user interface and all aspects involved with the HR Desktop.
  - Administered the user security and all other aspects of all five applications on the HR Desktop until project completion and knowledge transfer to ongoing HR Desktop Administrators.

- Lead and performed internal testing (before release to UAT) of all applications of the HR Desktop. This included testing all applications against requirements to make sure that all applications were functioning correctly. If issues were identified, helped to troubleshoot these issues and offered suggested custom code fixes to the Sogeti development team for custom code issues. For all non-custom code issue fixes, implemented those fixes on the servers.
- Acted as User Acceptance Testing coordinator between the Sogeti development team and the Schlumberger DCS user testing coordinator. This involved documenting all issues that were encountered during UAT and also documenting any possible future enhancements to the system.
- Helped to troubleshoot any issues that arose during UAT for test server and production server deployments. This involved performing analysis and offering suggested custom code fixes to the Sogeti development team for custom code issues. For all non custom code issue fixes, implemented those fixes on the servers.
- Made system workflow changes to HR Desktop application workflows using the Nintex Workflow product.

03/2008-05/2008

**PROJECT – SPECTRA ENERGY, BusinessObjects to SSRS Conversion**  
**SOGETI USA, LLC, Houston, Texas**  
**SENIOR CONSULTANT – BUSINESS ANALYST**

- Member of a project team in charge of doing analysis on approximately 225 Spectra Energy corporate reports in a BusinessObjects environment.
- Wrote Business Requirements Documents for a SQL Server Reporting Services (SSRS) environment based off of the BusinessObjects reports analysis
- Worked with offshore SSRS developers in order to complete various project 'Sprints'
- Utilized SourceForge 4.4 Enterprise Edition for all project documentation, artifact and versioning tracking

01/2008-02/2008

**PROJECT – SCHLUMBERGER, IPM Avance**  
**SOGETI USA, LLC, Houston, Texas**  
**SENIOR CONSULTANT – BUSINESS ANALYST**

- Helped in the creation of Business Requirements Document templates that were used throughout the project's Phase One lifecycle.
- Member of a project team in charge of gathering requirements and performing analysis for a Microsoft Office SharePoint Server (MOSS) project. The project involved transforming Schlumberger's IPM group EPMS SharePoint 2.0 Environment into a new application known as 'Avance'.
- Attended meetings with Schlumberger business users and Sogeti project team personnel in order to elicit requirements for Avance project.
- Aided in creating all Phase One documentation including Requirements, Workflows and SharePoint Mock-ups.

08/2007-12/2007

**PROJECT – SPECTRA ENERGY, Lotus Notes to MOSS Conversion**  
**SOGETI USA, LLC, Houston, Texas**  
**SENIOR CONSULTANT – BUSINESS ANALYST**

- Lead a team of both on-shore and off-shore resources in the conversion of 12 Lotus Notes applications into a Microsoft Office SharePoint Server (MOSS) environment using ASP.Net input forms.
- Helped in the creation of Business Requirements Document templates, Use Case templates, and Test Plan templates that were used throughout the project's lifecycle.
- Lead meetings with Spectra IT personnel and business user 'Subject Matter Experts' in order to elicit requirements for individual Lotus Notes applications

- Gathered and documented Requirements and Use Cases for 12 Lotus Notes applications to be converted in the MOSS/ASP.Net environment using the created Business Requirements Document and Use Case templates.
- Documented business processes and workflows using Microsoft Visio that were part of the Business Requirements Document creation effort.
- Created SharePoint form mock-ups that were part of the Business Requirements Document creation effort.
- Lead daily status meetings with on-shore and off-shore resources to keep project timeline on-schedule
- Kept individual applications within scope in order to insure that the compact project schedule was met.
- Created a tracking mechanism within SharePoint in order to track all project documentation (such as Requirements documents, Use Cases, Workflows, etc.) using a 'code' based system.
- Created instructional and requirements videos for on and off-shore developers using Camtasia Studio

06/2007-08/2007

**PROJECT – CGX, Storefront 2.0 implementation**

**SOGETI USA, LLC, Houston, Texas**

**SENIOR CONSULTANT – DATA ANALYST**

- Saved SQL developers hundreds of hours by performing data profiling analysis on over 400 databases (each containing approximately 70 tables).
- Consolidated data profiling results into easy to read reports showing all data trends, discrepancies and problematic 'dirty' data to aid in data migration efforts
- Consulted with SQL developers to make them aware of all problematic data before moving forward with data migration efforts

**FOLLOWING IS MY EXPERIENCE PRIOR TO JOINING SOGETI:**

10/2005-4/2007

**HEWITT ASSOCIATES, The Woodlands, Texas**

**DATA ANALYST**

- Implemented/converted several top tier client projects; in addition, supported ongoing client refresh data cleanups. Results include successful client implementation/conversions with an outstanding rating from the client teams.
- Provide high level data flow analysis taking the data from the raw state to the system load state.
- Develop and execute testing strategy to maintain data integrity throughout the process and reconcile that data and make sure it is correctly loaded to the system.
- Create custom mappings in Informatica Power Center to import client data. Receive and analyze client data files; Create ad hoc reports for client data analysis. Perform fully automated or small scale manual data cleansing.
- Consistently utilizing Informatica Power Developer 7.1.3, Lotus Notes, SQL, Access, Excel, Word, Citrix, Ultra-Edit32, Quest, AQT (Advanced Query Tool), Secure FX, Mainframe DB2 and Windows XP Professional.

05/2002 – 10/2005

**HEWITT ASSOCIATES, The Woodlands, Texas**

**BUSINESS SYSTEMS ANALYST**

- Lead multiple health and welfare clients during their Annual Enrollment (and ongoing projects) as a lead setup analyst. This includes leading analysis meetings, overall team technology and testing needs and coaching for newer associates. Also included GUI-setup (and other setup/coding proprietary tools), Relational Database correlation (JCL and DB2 mainframe) and how it functioned in GUI and Internet environments. Results include successful Annual Enrollments and ongoing projects for all assigned client teams with no

major errors and successful instruction of newer associates through individualized coaching and feedback.

- Head multiple health and welfare clients in their DOC1/PCS (Personalized Communication Statements) technology needs. This includes leading all analysis and DOC1 coding of the statements and ensuring all forms are coded and loaded correctly into the production environment. Results include leading several successful major health and welfare projects including COBRA regulation updates and client team PCS revamps and coding customizations.
- Lead multiple client team YBR (Your Benefits Resources) internet release upgrades and ongoing projects including analysis and technology execution of the projects. All projects resulted in successful release upgrades and issue resolutions for assigned client teams with no system errors and client downtime via the internet.
- Head client team production environment code loads, ensuring all necessary tasks are completed by client team (SDLC Systems Development Lifecycle). Results include successful client production loads with no system errors and no client downtime.
- Support client and delivery team quality initiatives by taking part in the reduction of system errors and participating in client team data cleanup to ensure that the overall integrity of the client is sound. This also includes improving the quality and amount of client team documentation to ensure that all client team members can clearly understand projects. Results include the total amount of client system errors and data discrepancies dramatically reduced and the increased amount of documentation provided in projects, resulting in a clearer understanding of project parameters.
- Assist other teams firm-wide by sharing my technology knowledge so that firm-wide goals can be met and other client teams can successfully complete projects. This includes being flexible in supporting other client teams when capacity opportunities arise. Results include helping several other client teams outside of my delivery group during a crisis time for those clients, resulting in several major projects being lead and completed by me with no prior client team knowledge of those clients.

05/2001 - 11/2001

**HEALTH ADMINISTRATION SERVICES, Houston, Texas  
PROGRAMMER ANALYST/IT SPECIALIST**

- Revamped, launched and maintained corporate Help Desk database system (Access) which dramatically reduced downtime from all computer related problems and improved response time and completion of projects from one week, to within 24 hours. Resulted in better internal customer service and implementation of new, more efficient database and after-service comment card system.
- Headed and simplified corporate Help Desk system, assigned projects to IT department, documented all issues within Help Desk system in bi-weekly reports to IT Director, and assisted employees within the company with all PC software and hardware / network needs, desktop support and upgrades. Resulted in reduction of all antiquated hardware equipment and software systems and maximized corporate efficiency. Dramatically improved communication between IT department, IT Director and entire company.
- Administered corporate user PC's and servers with software upgrades, virus checks, user logins, passwords, user rights, and e-mail accounts (Microsoft NT and Exchange servers, LAN, Windows Operating Systems, Norton Anti-Virus, Microsoft Office Suite (including Outlook) and other internal software packages). Resulted in increased protection, modernization and standardization of entire corporate network.

- Assisted in the upgrade and installation of the company's new Microsoft Exchange server, including configuration of individual user's Microsoft Outlook software. Resulted in maximized efficiency in corporate e-mail environment including storage, addressing, remote access, out-of-office replies, meeting planning and individual scheduling.
- Administered members section and performed updates / changes to entire corporate web site (HTML and FTP). Resulted in a more efficient process for outside consumers, sales representatives, managers and IT department.
- Consulted and trained off-site corporate users and customers in Dallas, TX on a monthly basis, instructing them on all PC hardware and software issues. Resulted in increased knowledge of both PC hardware and corporate software for off-site users. Also resulted in reduction of antiquated equipment and improved cutting-edge technology.

05/2000 - 10/2000

**VHA, Irving, Texas**

**BUSINESS ANALYST II**

- Created, analyzed and updated VHA, LaurusHealth Professional membership data utilizing Microsoft Access, Excel and internal databases.
- Audited, discovered and reallocated approximately \$200,000 of lost funds into the Service Delivery/LaurusHealth department.
- Updated, maintained and performed quality assurance checks on membership databases that tracked member hospitals, physician practices and physicians resulting in more reliable and efficient data.
- Reconciled financial data submitted from business partners on a monthly basis.
- Supported field staff throughout the United States with problem resolution and ad-hoc reporting and analysis.

05/1998 - 08/1998

**COMPAQ COMPUTER CORPORATION, Houston, Texas**

**INTERN, MULTIMEDIA TEST ENGINEER**

- Wrote, organized and executed test plans in multiple operating system platforms for the Creative Labs PC-DVD Encore and Matrox video board projects.
- Wrote, organized and prepared final reports / presentations for the Creative Labs PC-DVD Encore and Matrox video board projects.
- Configured release CD-ROM for Matrox video board project, which enhanced performance of the product for Compaq business computers.
- Performed research and evaluation of DVD / Soft DVD solutions, strengthening knowledge of all DVD related issues which ensured proper project planning, scheduling, testing and final reporting.
- Prepared benchmarks and organized test tools for test projects which decreased downtime and increased efficient project scheduling and completion.