

Résumé for STEVE GORDON – Senior Business Systems Analyst

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CAREER HIGHLIGHTS

- Senior-level **Business Systems Analyst** with broad business experience combined with extensive technical skills spanning 8 industries, and holding a college degree in Computer Science/Systems Analysis
- 30+ years experience in all aspects of IT systems planning, analysis, design, construction, testing, implementation, and maintenance
- Specializing in systems development methodologies (SDLC, waterfall, hybrids), with emphasis on successful project delivery over the full lifecycle, including QA and testing
- Designed a systems analysis methodology for large teams at one of the largest banks in the nation
- Worked as a systems analyst consultant for Fortune 500 companies including IBM, Milliken & Co., Royal Insurance, Amerada Hess, MCI, NationsBank, and FirstUnion
- Student of Dr. W. Edwards Deming, father of the modern quality movement and pioneer of systems theory for improving manufacturing and workplace quality

QUALIFICATIONS

Abilities Ratings (on a scale of 1 to 5)

Ability to step into new or unfamiliar situations and quickly begin to produce quality results	5
Ability to develop user and technical requirements, models, and documentation for new systems	5
Ability to derive user and technical requirements, models, and documentation from existing systems	5
Ability to work in a remote location and interact successfully with a high-performance team distributed over many locations	5
Knowledge of accounting principles and methods	3
SQL-based data retrieval and related activities	3

Skills Summary

COMMUNICATION	Communicate effectively and work closely with team members and all levels of management in a professional manner.
PROBLEM-SOLVING	Solve complex problems, manage ambiguity and adapt to unexpected change. Specialize in conflict resolution in complex situations and organizations, with a unique ability to bring stability and encourage the pursuit of optimum interpersonal performance.
HUMAN SKILLS	Able to successfully implement key human skills in team situations, including active listening, empathy, patience, perspective, vulnerability, servant leadership, and the ability to foster having difficult conversations and effective confrontations when appropriate.
SENIOR-LEVEL	Proven ability to obtain buy-in from senior management for all key project plans, commitments, and changes including requirements, quality assurance plans, budget, schedule, and scope changes.

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TIME MANAGEMENT	Excellent time management skills and the ability to make decisions quickly. Highly organized, leveraging technology and collaboration tools as appropriate.
TEAM SKILLS	Team player, team builder and many years of leadership experience in complex environments, while always maintaining a people-oriented and empathetic style. Specialize in cross-functional teams leveraging peer-relationships to achieve outcomes.
MANAGEMENT	An effective, people-oriented leader who can effectively manage meetings, drive results and handle risk and conflict resolution. Managed my own IT consulting firm for five years, with over 35 clients and a 99% client-satisfaction rating.
MULTI-TASKING	Proven experience successfully managing multiple projects at any given time.
SPECIALIZED SKILLS	Understand business and system requirements as they map to a traceability matrix. Very experienced with methodologies, change management methods, service-level agreements (SLAs), data architecture, data administration, data modeling, data analysis, repositories, and the full software testing lifecycle. Also, curriculum development and training solutions.
TECHNICAL WRITING	Excellent written communication and presentation skills. Many years of technical writing, technical editing, and document production experience.
PUBLISHED AUTHOR	Author of 5 books, 3 of which were on technical subjects. Samples of writing ability available upon request.
TOOLS	Highly proficient with flowcharting tools, data modeling tools, Microsoft Office applications (Word, Excel, PowerPoint, Outlook, Access), full <i>G Suite</i> including Google Sites, Zoom, SmartSheet, HubSpot, and more.

EDUCATION & MORE

COLLEGE	Associate of Science (A.S.) degree in computer science with a major in systems analysis , from Oklahoma State University. Dean's Honor Roll. Participated in DPMA.
ADDITIONAL TRAINING	Extensive technical training throughout my career covering computer programming languages, large-scale databases, computer-aided software engineering, consulting and presentation skills for technical professionals, and more.
PROFESSIONAL SPEAKING	A confident and experienced public speaker, having delivered over 100 public presentations, including at national and international professional conferences.
STRENGTHS-FINDER	<ul style="list-style-type: none"> ▶ Strategy ▶ Activator ▶ Significance ▶ Positivity ▶ Input
INDUSTRIES	<ul style="list-style-type: none"> ▶ Banking ▶ Oil & Gas ▶ Government ▶ Non-Profits ▶ Social Services ▶ Insurance ▶ Manufacturing ▶ Agriculture
ADDITIONAL INFORMATION	Professional and personal references, employer history, work samples, writing samples, and extensive career portfolio available upon request.