

# CHARLES BOZONIER, CBAP

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**CBAP**<sup>®</sup> Certified Business  
Analysis Professional

## CAREER OBJECTIVE

Seeking a challenging position in a progressive organization comprised of motivated technology and business professionals.

## QUALIFICATIONS

- ◆ Certified Business Analysis Professional, CBAP -
- ◆ Agile and Waterfall methodology expertise on enterprise spanning, high value efforts
- ◆ Expertise in business rule development and decision modeling
- ◆ Highly qualified facilitator / Scrum Master
- ◆ Cost Benefit Analysis - Expert Business Case Development
- ◆ Leading analyst in the Online and Retail operations for Top 100 Retailer and E-tailer
  - Ecommerce and Retail Operations systems and process improvement
- ◆ Expertise in developing testable and traceable requirements that support efficient development and ensure business requirements are met in the final product.
- ◆ Expertise in XML and XSL conversion
- ◆ Expertise in Enterprise Analysis – Retail, Ecommerce, Capital Markets, Home Loans, Finance
- ◆ Career record built in providing high quality technical support in the high stakes financial service sectors.
- ◆ Adept at meeting stringent deadlines on a consistent basis. 7 projects individually representing \$500K to \$5M of spend completed in last 11 months. 12 Projects completed in last 24 months.
- ◆ Outstanding communications, relationship building and interfacing skill sets.
- ◆ Excellent troubleshooting and problem solving skills
- ◆ Adept in PeopleSoft Financials, Crystal Reports, MS Excel and SQL, MS Reporting Services
- ◆ Data Warehouse and OLAP Analysis
- ◆ Instructor for the University of Washington – Business Analysis Certificate Program
- ◆ Contributing Author to the IIBA book “*Managing Business Analysts*”
- ◆ Frequent featured speaker at the BA World Conference – Seattle, WA and Vancouver Canada
- ◆ Frequent contributor to the IIBA Membership Newsletter

## PROFESSIONAL EXPERIENCE

- Principal Business Analyst**, Recreational Equipment, Inc (REI) 2007 – 2010
- Retained to provide enterprise wide systems analysis and system integration for REI’s multi-channel operations including Direct Sales, E-commerce and Retail.
  - Web Strategy development through Vision and Knowledge Management facilitation
  - Retail Operations (point of sale replacement) – developed detailed system requirements and data analysis for nationwide chain
  - Applicant Tracking for Human Resources – detailed future state requirements elicitation.
  - Mentor and develop internal analysis staff through the use of structured analysis techniques based upon business activity
  - Enterprise integration
- Sr. Business Systems Analyst**, Washington Mutual 2005 – 2007
- Retained to perform analysis and allocation implementation for Capital Markets organization.
  - Designated as Lead Analyst on Risk and Trader Reporting Project providing Proof of Concept to business, SDLC requirements, functional specifications and use cases.
  - Assumed responsibility for project as Business Analyst providing requirements engineering, functional specifications, security configuration and SDLC documentation for additional releases.
  - Serve as Lead Analyst for PolyPaths Enterprise Risk Reporting

- Act as Project Manager for Loan Management Systems and Mortgage Backed Securities Capital Corp, Technical Analyst delivering disaster recovery planning, requirements engineering and additional SDLC documentation.
- Lead analyst for the Enterprise Spend Management group responsible for purchasing, requisition and supplier management solutions.

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## **VP, Trading and System Manager**

PFF Bank & Trust / Glencrest Investment Advisors, Inc.

2001 - 2005

- Implemented and managed all systems for Investment Advisory firm subsidiary.
  - SQL Cluster, Business Objects, Morningstar, Baseline, Bloomberg
- Managed business compensation application development in VBA, VB 6.0 and .NET with SQL 2000.
- Delivered insightful analysis and commission compensation project development.
- Oversaw all facets of information security including security implementation projects for HR modules in Lawson on AS/400; RACF Security Implementation; information security aspects of disaster recovery for SUNGARD Trust system and implementation of business continuity systems including mirrored hot sites.
- Provided strong and effective Veritas Administration.
- Facilitated corporate training of new hires on information security policies.
- Contributed to Network Administration including Cisco PIX, Cisco switches and concentrator as well as Windows 2000 advanced server/clustered server; delivered effective support to WAN/LAN network operations including Cisco PIX firewall administration.
- Spearheaded IT Project Management function including management of technology projects for Glencrest Investment Advisors, a complete technology move to new facility and all Telecommunications management for Siemens PBX.
- Drove effective System Automation and Reporting covering VB Script and Command Shell; automated reporting with automated e-mail notification; automated Microsoft Security Patch deployment; Windows IIS Intranet Reporting Development and custom report writing developed in Replang for Advent's Axys system.

## **EARLIER BACKGROUND**

Prior to 2001, served as IT Finance Systems Specialist, DeVry, Inc. In this assignment, acted as System Administrator of complete finance operations for all Southern California campuses. Also assumed duties as on-site specialist for two in-house AS/400 systems (Lawson and custom programs) and UNIX servers, and as System Security Officer. Environment included performing as DBA for PowerBuilder 6.5 PowerFails database; directing e-Finance conversion to MS Server 2000 and Citrix; overseeing disbursement of over \$80MM in aid across three campuses and developing Visual Basic and Microsoft Access applications as well as providing high quality technical support and network administration over WAN to over 40 users.

## **EDUCATION**

**Bachelor of Science, Computer Information Systems, DeVry University Pomona 2002**

Financial Managers' Society Training Seminars  
AS/400 Auditing and IS Auditing for Community Banks