

# JOSEPH M. FREITAS

BUSINESS SYSTEMS ANALYST | WEB DESIGNER & DEVELOPER

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Phoenix, AZ



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## TECHNICAL SKILLS

HTML & SASS/CSS

Javascript

ReactJS

Wordpress

Bootstrap

SQL Server

T-SQL

SSRS

Power BI/Tableau

Microsoft Suite

## EDUCATION

ITT Technical Institute  
A.S Software Applications &  
Programming

## PROFESSIONAL PROFILE

Versatile Business Systems Analyst, expert in all aspects of moving product offerings forward with a demonstrated ability to perform in a fast-paced and agile environment. Acknowledged for integrity, high professional standards, and ambition to learn.

## EXPERIENCE

### LEAD BUSINESS SYSTEMS ANALYST

CMA Consulting; Phoenix, AZ 2017-Present

Works as a multifaceted business analyst that leads efforts that include, but are not limited to: business analysis, QA and frontend web development across business groups for the State of Arizona WIC (Women Infant and Children) program with direct focus on efforts concerning the EBT (Electronic Benefits Transfer).

- Facilitates continuous quality improvements across various departments within the organization with the objective to solve complex problems and develop multi-dimensional solutions resulting in a 10% increase in efficiency.
- Supports the mitigation of resource constraints by volunteering to assist the development team in a high priority initiative which includes maintaining brand standards under company guidelines by leveraging Javascript, HTML, and CSS to move the project forward by 4.5 days.
- Documents, coaches, and elicits business requirements from subject matter experts by writing use cases resulting in a clearer, more detailed and more complete understanding of project deliverables to reduce post implementation bug submissions.

### LEAD BUSINESS SYSTEMS ANALYST

B2Gnow (Diversity Management Software); Phoenix, AZ 2016-2017

Worked with the Configuration and Project teams to solve organizational information and process problems by analyzing requirements, creating technical solutions, and recommending system controls and protocols. Also collaborated with the Development team to adopt development tasks to assist in alleviating their workload and increase the team's velocity.

- Facilitate optimal internal communications by serving as liaison between services organization and product development, product management, and technical teams to develop a more streamlined data migration process, increasing efficiency, data quality and turnaround time by an average of 5-8 days.
- Orchestrated a companywide initiative to upgrade and complete maintenance to over 150 customer web portals within 3 months, which included a project/training plan for internal project staff to successfully complete this effort with the new system modifications, as well as the web portal development work using HTML, SASS/CSS, and Javascript.
- Effectively designed and delivered a 3-day training course to both technical and non-technical audiences at various levels within the organization as part of a customer cutover plan for the biggest corporate client in an emerging market.

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## SKILLS

Team Leadership

Analytical Mindset

Requirements Gathering

Improving Efficiency

IT Applications

Attention to Detail

Project Planning

Accountability

Risk Assessment

Resource Management

## EXTRA

Alumni

National Technical Honor  
Society (NTHS)

2003

## EXPERIENCE continued

### SOFTWARE ENGINEER/SYSTEM ANALYST

TriTech (Public Safety); San Ramon, CA 2012-2016

Collaborated on Interfaces team that provided the "middle ware" that connects our applications with outside vendors/data/web services in a public safety environment and created and managed numerous data extracts using ETL in SSIS for the largest client within the company.

- Installed, configured, and performed troubleshooting for multiple Tiburon interface applications
- Increased the velocity and production of the Interface Team's engineers by 150% by maintaining client system analysis/troubleshooting/software installation, and handling client communications
- Reviewed and completed client's System's Service Requests, successfully clearing the backlogged queue from over 200+, to maintaining a monthly maximum of 10

### BUSINESS SYSTEMS ANALYST/DATA WAREHOUSE REPORT ANALYST

Arrowhead General Insurance; San Diego, CA 2009-2012

Worked with the business stakeholders to understand the business requirement and to gather information to determine report requirements. Analyzed business requirements from various divisions to implement the rating engines/program design across multiple policy management systems.

- Migrated Data Warehouse reports from dated Oracle reporting warehouse to the SSRS environment, which increased report gathering time for business partners by 100%
- Analyzed and migrated Auto/Moto rating engines from Visual Rater Engine to DRC rating engine; project required intense analysis/understanding of all rating programs, and expert Microsoft Excel knowledge
- Decreased existing rating engine bugs for the Auto/Moto division by 75%
- Converted old reports from the AGIA custom in-house reporting warehouse to the SSRS environment

### BUSINESS OPERATIONS ANALYST – RISK OPERATIONS

WaMu/Chase; Stockton, CA 2008-2009

Created, maintained, and delivered multiple daily reports to the risk operations department used for fraud investigation and analyzed business requirements to identify division needs.

- Increased report output efficiency for 60% of the reports through the removal of unnecessary steps in the Windows Batch code and the Excel VBA macro code
- Decreased the existing Risk Reports issues by 90%
- Tested and verified integrity of data from multiple systems and utilized various software platforms including Access, Excel (specifically VBA programming), SAS, SQL, and Oracle PL/SQL

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## REFERENCES

### ECHO WOOLF

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### JAMES BUGGS

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### JAMI PERKINS

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### ADAM SEKANICK

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Arrowhead General Insurance  
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## EXPERIENCE continued

### BUSINESS SYSTEMS ANALYST/SOFTWARE QUALITY ASSURANCE

Arrowhead General Insurance; Carlsbad, CA 2004-2008

Managed configuration and setup of policy administration system, including database maintenance as well as configuring/maintaining the system's rating engine. Collaborated with third party vendors to install and maintain multiple database projects which included implementing the data sets into databases and analyzed business requirements to identify division needs and assisted in the implementation of the product into existing systems.

- Decreased the implementation time of the Visual Rater Engine and Rating Database updates by 50%, allowing the number of rating issues and updates to decrease by 75% over 4 months
- Identified inefficiencies with the database updates from third party vendors, increasing the implementation time of the updates, and clearing out the backlog of updates to ensure updates are implemented within two weeks, vs the previous 3 month time frame
- Wrote and executed automated test scripts using Quick Test Professional & Test Director software
- Performed testing in various stages of the QA life cycle, including black, white, & grey box testing, regression testing, and acceptance testing

## PROFESSIONAL DEVELOPMENT

### USER EXPERIENCE (UX)

Interaction Design Foundation  
Current membership and ongoing education

### REACTJS & JAVASCRIPT

CodeCademy.com  
October 2017

### WEB DESIGN

DesignLab.com  
June 2016