NORA TAYLOR CURTIS

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SUMMARY OF QUALIFICATIONS

HEALTHCARE ● BUSINESS SYSTEMS ANALYST ● PROJECT MANAGER ● PROGRAMMER ● EDUCATION MANAGER

Over 30 years of experience in developing data solutions, engineering software applications, and utilization of data modeling to design data architecture for various corporations and government organizations. Experience with multiple technical environments includes designing and implementing cross-platform systems and interfaces, designing and working with web-based applications including role-based secure access, developing and maintaining mainframe systems, and performing project management and cost reporting. Senior Team Lead with strong project management background, able to drive forward progress, achieves objectives within time, and budget parameters. Rapid career progression due to breadth of knowledge and abilities. Natural teacher, able to achieve knowledge transfer, mentoring and training of both technical and business units.

Analysis duties included by not limited to: (a) facilitated requirements gathering, (b) analyzed, designed and formulated detailed business requirements and documentation, (c) analyzed, designed and formulated detailed programming specifications and documentation, and (d) provided project management.

Venues in state government, software development, manufacturing, publishing and education in the areas of: healthcare, music industry, insurance, financial, payroll, human resources, order entry, inventory and shipping, and capital projects systems.

Provided public service for 5 years as an Education Manager specializing in Mathematics in public school system. Experienced in classroom/people management, risk management and time management. Interacted with parents and administrators and maintained documentation on academic requirements, technology utilization, student behavior and academic achievement and failure.

CAREER EXPERIENCE

CONTRACT BUSINESS ANALYST – CIGNA (remote)	Randstad Technologies ● Windsor, CT ● 2014 – Present

Responsible for creating a business process inventory repository, using SharePoint and InfoPath, developing user manual and training of BPEs

Worked with various Agile Teams in the role of Business Process Engineer/Rules Analyst providing business analysis while developing business process models, determining areas of process improvements, documenting business requirements and business rules.

- Developed and enhanced business process models in PEGA 7 and IBM Blueworks Live
- Harvested business rules from various sources
- Facilitated business rules and process modeling sessions
- Utilized CA Agile Central/Rally for project tracking

Created value stream impact assessments utilizing Visio and Excel pivot tables and charts for the Provider value stream

Integral part of the enterprise-wide agile technology initiative working within the experience taxonomy team ushering in the ideation of stakeholder value streams thru decomposition of work into business function.

- Lead the effort to define the business process classification framework along with the alignment of business process model attributes to be utilized for future work efforts based on impact assessment analysis
- Developed multiple diagrams to show the alignment of process to process category (Process Category Diagrams), process category to stakeholder experiences (Experience Group Process Maps) and individual business process attributes (Business Attribute Diagrams) to visualize key attributes of business process models, including start and end event triggers, business owners, business rules alignment and business process actors.
- Developed business process change management intake process utilizing SharePoint and InfoPath
- Wrote documentation and training materials to present and train subject matter experts on utilizing the data for creation of integrated solution views exposing the people, data and technology for a holistic view within a process flow
- Presented to high-level management the benefits of maintaining process information from a business process perspective for future impact analysis

OWNER / CONSULTANT	Tumblin Creek Group ● McEwen, TN ● 2002 – Present

- Provided services to clients including: (a) web design and content management, (b) software and hardware installation and troubleshooting, and previously (c) income tax preparation
- Responsible for all day-to-day activities for running a business including: (a) accounting, (b) purchasing and inventory, and (c) software and hardware acquisition

CONTRACT BUSINESS ANALYST – HP Corporation – TennCare	TekSystems, Inc. ● Nashville, TN ● 2014 –2014

Provide business analysis for the SOA Center of Excellence for re-engineering business processes and operations in a SOA environment to a new web services platform:

- Facilitated internal collaborative meetings to determine new business architecture
- Provided Current State and Future State business process modeling to provide for process improvements for the SOA CoE
- Defined business rules for the services
- Utilized HP Agile Manager for project tracking
- Requirements gathering utilizing JAD sessions, interviews, surveys, legacy code review, etc.
- Created process diagrams utilizing Visio

CONTRACT BUSINESS ANALYST - BROADCAST MUSIC, INC.	Programming Resources, Inc. ● Nashville, TN ● 2013 –2013

Provide business analysis for (1) DAV- Digital Audio Visual project to enhance the business and automated process of identification of audio visual performances with the appropriate music asset and (2) TMLC- TV Music Licensed Consumption project development to enhance the current TVPP system providing process improvement and redesign to a new platform:

- Provided Current State and Future State business process modeling to provide for process improvements, automation utilizing defined business rules to greatly reduce manual/human intervention for the ingestion of TV Music performance processing
- Requirements gathering utilizing JAD sessions, interviews, surveys, legacy code review, etc.

- Created process diagrams utilizing IBM Blue Works Live (cloud based)
- Utilized IBM Rational Requirements Composer to record/capture requirements
- Developed epics and user stories for developer consumption with IBM Rational Team Concert

CONTRACT BUSINESS ANALYST	DaVita, Inc. ● Brentwood, TN ● 2012 –2013

Provided business analysis for the IT ROPS(Revenue Operating System) development of enhancements for remittance processing involving both paper and 835 electronic RAs for the end-stages of the product with:
- Validation of requirements for traceability (RTM)
- Created process diagrams of the complete user interface for remittance processing
- Updated current remittance processing documentation to include multiple years of cumulative modifications of the system
- Created new document templates for a streamlined approach to documentation customized to meet the needs of DaVita

EDUCATION MANAGER	Humphreys Co. Board of Education, WCHS ● Waverly, TN ● 2007 - 2012

- Provided balanced specialized and cross-functional expertise with specialization in mathematics and integrated technology within the classroom and cross-functionality in being able to adapt to switch gears with flexibility based on the level of absorption of content, devise or utilize different methods or strategies to transfer knowledge, or other administrative demands.
- Utilized extensive problem-solving skills
- Built strong relationships with students, parents, co-workers, and administrators
- Utilized extensive communication skills, both verbal and written
- Provided risk management and utilized follow-up skills with student achievement with alternatives to success for at-risk students
- Mentored and provided in-service technology training to colleagues and administration and participated in annual technology conferences.
- Provided instruction for up to 150 students and pioneered utilization of customized MOODLE (Learning Management System) integrating role-based security for tiered access (teacher, students, and guest)

SENIOR BUSINESS ANALYST – TEAM LEAD	AIM Healthcare Solutions, Inc. ● Franklin, TN ● 2006 – 2007

Senior Business Analyst for the development of various healthcare insurance discovery and recovery applications with some utilization of eXtreme Programming – Agile Methodology:
- Provided business analysis for the EDI of 270 and 271 records for CMS validation of Medicare eligibility
- Provided business analysis for Business Intelligence Project utilizing mathematical and statistical data mining techniques.
- Developed the documentation and change management through a ticketing system utilizing InfoPath via SharePoint to support project management, as well as collaborated on other business analysis documentation templates for the BA team, which was a modification to the IIBA BABOK (Business Analysis Book of Knowledge) customized to meet the needs of AIM.

BUSINESS SYSTEMS ANALYST, - STATE OF TN - DMHMR	TekSystems, Inc. ● Nashville, TN ● 2005 - 2006

Business Systems Analyst for the development of the Case Management Issues Tracking (CMIT) system - web-based application to track case management issues for non-compliance for recipient services including security access through authentication and role-principal mapping.

DIR. OF INFORMATION TECHNOLOGY / STAFF ACCOUNTANT	David H. England, CPA & Consulting, PLLC ● Dickson, TN ● 2003-2004

- Responsible for day-to-day activities of information structure including: (a) network administrator (software upgrades, user administration, switch, hub, DSL, operations), (b) installation and troubleshooting of all network and workstation software, (c) test, review and recommend purchase of hardware and software, (d) accounting (A/R, A/P, Payroll, GL), and (e) office management and customer relations
- Provided services to clients including: (a) bookkeeping, accounting, financial statement and tax preparation services, (b) word processing, desktop publishing and spreadsheet creation services, and (c) software and hardware purchasing, installation and troubleshooting

SYSTEMS ANALYST/CONSULTANT - TN-F&A	Majestic Systems Integration, Inc. ● Nashville, TN ● 2000-2003

Provided leadership and assistance in various roles such as: *Business Analyst, Systems Analyst, Project Manager, Team Lead* for the following:
- Capital Projects: (a) *Facility Assessment System (FAS)* - web-based application utilized to track the condition , upcoming maintenance, and contract obligations of state owned buildings with role-based security access, (b) *Land Inventory System (LIS)* – client server application to track transactions and inventory related to the state's real property; (c) *Project Resource Information Scheduling and Management System (PRISMS)* - client server application utilized to track the construction of state buildings, and (d) *Statewide Energy Accounting System (SEAS)* - web-based application utilized to track the state's consumption of energy
- Financial and Human Resources: (a) *Audit Tracking and Service Provider System (ATSP)* – web-based application to track sub-recipient contracts that were awarded by the state, (b) *Travel Reimbursement Information Processing System (TRIPS)* - web-based application utilized to track employee travel and expense reimbursements, and (c) *HIPAA Requirements Committee* for Business Systems Support (BSS) to oversee compliance for the state's Payroll and Insurance systems

Provided such services to the following areas:
- *Education* having: (a) established the Visual Basic Programming Standards, (b) developed online Help and User Manual, (c) developed User Training Manual, and (d) conducted statewide User Training
- *Infrastructure Integration* having: (a) collaborated with programmer, infrastructure support, and management to validate hardware and software for new applications, and (b) pioneered the collaboration to utilize the .NET framework (first in F&A, ISM division) with vendor, infrastructure support, and management
- *Analysis, Design, Testing and Documentation* having: (a) conceptualized logical data models using PowerDesigner, (b) formulated test plans and scripts, (c) coordinated unit and systems testing of applications, (d) evaluated incorporating ArcView geographical information system (GIS) for future release, (e) investigated multiple vendor's ability to provide software to meet requirements, and (f) validated customized vendor package met requirements
- *Project Management and Costing* having: (a) supervised and delegated work assignments to team, (b) produced updated project plans and status reports, (c) analyzed and repaired cost reporting formulations, (d) spearheaded vendor changes as needed, (e) collaborated with management on vendor contract award, (f) calculated monthly cost reports, and (g) participated in the creation of the Finance and Administration's Information Systems Plan creating Project Proposals and the Cost Benefit Analysis documentation

- ***Web Design, Programming and Data Conversion*** having: (a) created graphical icons utilizing Axialis, (b) pioneered the use of Crystal Reports within the division, (c) developed prototype in MS FrontPage, (d) evaluated programmer's ASP code and VBScript for comprehensiveness, (e) assessed SummitBasic code used within the Archibus framework, (f) employed MS Access to aid in data cleansing and loading, (g) pioneered the use Data Junction for data conversion, (h) collaborated with programmer to assist in coding, and (i) wrote Visual Basic code snippets for the programmer

SYSTEMS ANALYST	Global Enterprise Solutions, Inc. ● Kansas City, MO ● 1998 – 2000

Business and Systems Analyst developed General Ledger Module for accounting system for upstart dotcom providing online accounting services.
- Collaborated to create System Development Life Cycle (SDLC) approach for product development
- Evaluated legacy accounting system written in AcuCobol to ascertain business processing reengineering (BPR) requirements
- Developed prototype GL system utilizing MS Access
- Defined data model and utilized MS SQL Server 7.0 DBMS
- Wrote code utilizing Visual Basic 6.0 in a 3-Tier Environment using ADO
- Researched other accounting packages for functionality to be included in future releases
- Evaluated various project/time management packages to utilize during product development

SUBJECT MATTER EXPERT / CONSULTANT	USA Consulting & EDS Corporation ● Nashville, TN ● 1998 – 1998

- Assisted in identification of programs and requirements definition for Y2K conversion
- Wrote Easytrieve Plus "windowing" module for conversion to accommodate century notation
- Formulated test plans and scripts

INDEPENDENT SYSTEMS CONSULTANT - TennCare	EDS Corporation ● Nashville, TN ● 1997 – 1997

Lead Implementation Analyst for Children's Open Enrollment. Also, worked on enhancements to the TennCare Partner's Program.
- Contributed to design to implement Children's Open Enrollment process
- Identified business processing reengineering (BPR) requirements and new process to be developed
- Designed and programmed required changes to the Partner's Program

INDEPENDENT SYSTEMS CONSULTANT - TennCare	EDS Corporation ● Nashville, TN ● 1996 – 1996

Lead Analyst to implement the TennCare Partner's Program - joint venture with the Dept. of Mental Health and Mental Retardation.
- Contributed to the design, development and implementation of the program
- Designed programming requirements for the integration of levels of service needed between the MCO (managed care organization) and BHO (behavioral health organization)

SYSTEMS CONSULTANT - KY MEDICAID	E.R. Fischer & Associates & Unisys Corporation ● Frankfort, KY ● 1995 - 1996

Lead Analyst for re-engineering the Medicaid Recipient System to the Unisys Prototype System using a LEAN – Agile Methodology.
- Rewrote the functionality of the model Medicaid system (Florida Medicaid) to incorporate the requirements for the state of KY
- Wrote programs to convert the ISM files to VSAM and ISAM files

SYSTEMS ANALYST - TennCare	First Health Services Corporation & Metro Information Services ● Nashville, TN ● 1993 - 1995

Systems Analyst involved in all phases of the TennCare eligibility development using a LEAN – Agile Methodology and maintenance process.
- Performed such critical processes as the Recipient Master conversion to the TennCare format, original recipient ballot process to allow MCO selections and subsequent MCO changes, recipient notification letters, eligibility random assignments to MCO
- Collaborated on the application process for non-Medicaid recipients in determining eligibility
- Contributed to the MCO notification process detailing adding, changing, and terminating recipients, when necessary due to eligibility changes incurred by the recipients
- Involved in the process of maintaining family units due to the implications regarding co-insurance, deductibles, and capitation fees for the non-Medicaid recipients
- Responsible for processing of the provider system for the TennCare claims, as well as the maintenance for the Medicaid provider file
- Responsible for maintaining the system where individuals insured by other third party carriers is retained in order to determine the recipient's eligibility under the non-Medicaid portion of TennCare

SYSTEMS ANALYST	Boston Industrial Products / Dana Corp. ● Brentwood, TN ● 1991 – 1993

Analyst for the Customer Service and Order Entry systems having: (a) participated in the development and implementation of shifting the warehouse billing and inventory control to a Novell LAN platform using FoxPro that interfaced with the mainframe via PC Contact and Corporate Ties communications and (b) Performed minor duties in maintaining Sales History database (SUPRA) utilizing SPECTRA SQL and imbedded SQL within COBOL.

ADJUNCT INSTRUCTOR	Nashville State Technical Institute ● Nashville, TN ● 1992 - 1992

Taught Assembler Language Programming

SENIOR PROGRAMMER / ANALYST	The United Methodist Publishing House ●Nashville, TN ● 1986 – 1991

- Pioneered the setup of a XEROX 4090 LPS (first in the state of TN) including: (a) total responsibility for the development of all standards on both the printer and mainframe platforms, (b) responsible for the FDL, PDL, and Command file programming, (c) supervised printing systems programmer, (d) contributed significantly to all decisions regarding bar coding applications, and (e) trained all systems personnel on the use of the printer, its various commands, and the overall utilization capability of the printer via DJDE (dynamic job descriptor entries).
- Performed research on peripherals to enhance the throughput and efficiency of the billing and invoicing procedures including conducting analysis of mailing system devices, bar coding, and printing to streamline the process of printing and mailing along with the potential for enhanced marketing of products for various customer groups. This process also included utilizing technology to decrease the postage costs for the mailings.
- Performed modifications and enhancements to the insurance, payroll, benefits, general ledger, accounts payable, accounts receivable, and financial reporting systems including all analysis and programming for these systems.
- Supported the Sales Leads database and the Personnel database using IDMS/R and Ads/Online.
- Developed system specifications and prototype for an order entry system for a joint venture partner using IDMS/R and ADS/Online.

PROGRAMMER	Trevecca Nazarene University ● Nashville, TN ● 1984 – 1986

Provided support of the Admissions, Church Development, Alumni, Fund Raising, and Student Registration systems including: (a) programmed all enhancements and maintenance, (b) executed operations responsibilities, (c) Performed word processing functions, and (d) performed light technical hardware/infrastructure support.

EDUCATION AND PROFESSIONAL DEVELOPMENT

2007-Present	Tennessee Teaching Certifications in Mathematics and Business Education
2005-2007	Trevecca Nazarene University, Nashville, TN Master of Arts in Teaching for Secondary Education, 3.9+ GPA
1982-1985:	Trevecca Nazarene University, Nashville, TN B.S. Degree in Computer Information Systems and Accounting, Cum Laude Graduate
1980-1982:	Nashville State Technical Institute, Nashville, TN A.S. Degree in Computer Accounting Technology, Highest Honors Graduate
Additional Training:	XEROX, IDMS/R, ADS/Online, Ms Project, Project Management Methodology (PMBOK adapted), Object Oriented Methodology, HTML, Flash, Photoshop, Java, JavaScript, ASP, QuarkXpress, Crystal Reports, Dreamweaver

TECHNICAL EXPERIENCE/ SKILLS

Operating Systems:	Windows 95/98/NT/2000/XP/Vista/7/8/10, IBM Mainframe, DEC/VAX 11/750, XEROX 4090 LPS
Databases:	Oracle 8/9/10, SQL Server 7/2000/2012, MySQL, MS Access
Applications/Tools:	MS Office (WORD, Excel, PowerPoint), MS SharePoint, MS InfoPath, MS Visio, MS Project, MS Publisher, MS Outlook, MS Visual Studio, Crystal Reports, RoboHelp, Data Junction, PowerDesigner, Axialis, GroupWise, SmartDraw, Moodle – Learning Management System, QuickBooks Pro, Quicken, MS Money, Peachtree Premium Accounting, ProSeries Tax Software, ExamView Pro, HP Quality Center, CA Agile Central
Web Development Tools:	HTML, CSS, JavaScript, PHP, Visual Basic, Dreamweaver, FrontPage, Photoshop, FTP, .NET Framework, Citrix ICA Client
Other Development Tools:	CICS, COBOL, COBOL II, Assembler, Easytrieve Plus, Datatrieve MANTIS, SUPRA, SPECTRA, JCL, VOLLIE, TSO, LIBRARIAN, File-Aid, VSAM, ISM, ISAM, IBM Mainframe, DOS, IDMS/R, ADS/Online, MVS/ESA, DOS, RUMBA, Blueworks Live, Rational Requirements Composer, Rational Team Concert, PEGA 7, FocalPoint, TOAD for Data Analysis, Enterprise Architect's Sparx

SPECIAL AWARDS

- **1985,** State of TN, Phi Beta Lambda (Business Club), First Place in Data Processing Competition

- **1994**, Metro Information Services, "YO" (You're Outstanding) Award for exemplary service to client