

**May S. Joe**  
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### **Business Systems Analyst**

**Summary:** Accomplished Business Systems Analyst with over 10 years of Fortune 500 experience on mainframe and server platforms. Saved \$750,000 by integrating three tax systems. Successfully avoided \$20 million in IRS tax penalties through outstanding effort in meeting strict deadlines for a critical software system.

#### **Professional Experience:**

**American Honda Motor Company, Inc., Torrance, CA** **2007 - 2008**  
**Business Analyst** (contracted via Techlink Systems, Inc.)

- Defined and documented business requirements by facilitating Joint Application Development sessions with 10-15 business users.
- Validated and converted business requirements into functional requirements, specifications and design.
- Documented and created “current state” process and data flows for three projects with a combined value of \$6 million.
- Prepared data mapping documents based on business requirements.
- Created and analyzed problem logs for resolving issues with three projects.
- Created Business Intelligence matrices based on analysis of business requirements.
- Developed functional test plans and assisted with User Acceptance Testing.
- Designed training aids and conducted training sessions for application developers and software release management team members.

**WellPoint, Inc., Thousand Oaks, CA** **1997- 2007**  
**Senior Programmer / Business Systems Analyst**

#### *Analyst Duties*

- Led up to 20 team members on various projects, ranging in value from \$1 million to \$3 million that were all completed on time.
- Successfully avoided \$20 million in IRS tax penalties by delivering operational software system on time for complying with IRS filing requirements and for mailing Form 1099 statements to clients.
- Saved \$750,000 by successfully merging three separate 1099 tax systems into an integrated corporate system (Anthem, WellPoint, and WellChoice).
  - Collected, assessed and documented business requirements.
  - Converted business requirements into functional requirements and technical specifications.

- Created flowcharts per business requirements.
- Defined test conditions and created accurate test plans. Completed documentation of test results and implemented all modifications.
- Developed up to 10 training documents, and trained business users and contractors as needed on the online tax screens and the daily and year-end system procedures.

#### Senior Programmer Duties

- Supervised and provided 24/7 on-call support for online and batch systems, such as: the Corporate 1099 Tax System, the Individual Small Group Claims System, and the Provider Pricing System.
- Analyzed and resolved all online and batch production issues in a timely manner and consistently provided the business users with an online system availability of 100%.
- Provided adhoc 1099 reports to the corporate tax office and affiliated departments in less than 24 hours for abating penalties, researching fraud, and reconciling balances.

#### **Awards:**

- Achieved Awards for Excellence for IT Support for five consecutive years.
- Achieved Certificates of Appreciation for three consecutive years.

#### **Skills:**

Methodologies: RAD, PMM  
Productivity Tools: Microsoft Office Suite (Word, Excel, PowerPoint and Visio), EMC Documentum  
Process Tools: ChangeMan ZMF, Rational ClearQuest, BMC Remedy  
Languages: COBOL3, SQL, DYL280, TCL  
Databases: SQL, Oracle, VSAM, IMS DL/I, DB2  
OS/Environments Microsoft Windows, UNIX, MVS/XA, MVS/ESA, MS/DOS, VM/XA

#### **Education:**

- California State University, Los Angeles, CA – Bachelor of Science Degree
- Long Beach City College, Long Beach, CA – Certificate in Computer Programming

#### **Affiliations:**

- South Bay Professional Association (SBPA) member. Also participated as training/administration committee member.
- Long Beach Rescue Mission – volunteer at Learning Lab. Conducted interviews and assessed reading comprehension, English and math skills).