

Naomi Stone

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Professional Profile

Experienced business and systems analyst, project lead and documentation writer with extensive knowledge of workflow development, business process management, Internet, User Interface design, e-commerce, websites and portals. Excellent proofreading ability, with experience working with pharmaceutical and financial services documentation and user guides. Supervised full life cycle project development utilizing domestic (local and offsite) and overseas programming resources. Familiar with website design, UML, usability testing and QA. Able to grasp technical concepts and skills quickly and to translate and teach them to non-technical people. Adept at handling multiple projects in various stages. Detail oriented, excellent organizational, interpersonal and communication skills. Able to facilitate collaboration, communication and understanding between diverse groups of stakeholders.

Technical Skills

Familiar with all aspects of SDLC and various development methodologies. UML. MS Office, Word and Excel. MS Project. Visio. SharePoint. Outlook. MySQL. OS-X. MS Windows. FTP. HTML. QuickBooks/Quicken. Familiar with PowerPoint, Six Sigma and ITIL. Some familiarity with SQL, XML, JavaScript, Unix, Linux, Sun. Knowledgeable about current server hardware specifications for standalone/rack mount, blades, and virtualization options. Primarily focused on HP hardware and VMWare for virtualization. Familiar with various storage options, including NetApp, EMC, and Centera.

Experience

Genesis10

New York, NY

July 2009- Present

Client Engagement Manager, IT Production

Barclays Capital

Serve as a full time on-site consultant to Barclays Capital as a Client Engagement Manager. Primarily responsible for engaging with internal clients at all levels across technology and infrastructure services to deliver hardware-based strategic solutions which support the IT Production organization.

Serve as liaison between Application project managers and the numerous infrastructure departments within the global technology organization.

Primary Responsibilities include:

- Single point of contact for global Application clients.
- Coordinate entire process end-to-end for server builds, deployment and delivery.
- Communicate with the business groups to define project scope and priorities.
- Analyze hardware requirements and assist clients, when needed, in defining the desired technology outcome or need and working to get the solution approved and implemented. This includes providing architecture and design support, facilitating discussion between the business and various technology teams as required.
- Verify that infrastructure components of application development projects are planned and executed within all required expectations and timescales, escalating as necessary.
- Enforce the reuse of existing hardware and consolidation to maximize efficiencies and minimize cost outlay, while ensuring that IT services, support, and resources are available.

- Submit and track requests through all phases of the technical and financial approval process. Ensure that sign off is received from various support and technology teams on the solution itself as well as approval to purchase hardware if required and deemed appropriate.
- Coordinate with Deployment and Build teams to get servers installed and configured to client specifications in a timely manner and resolve any issues that arise during the process.
- Work with vendors and clients for quotes and subsequently arrange hardware purchase and delivery.

Patient Marketing Group

Princeton, NJ

July 2008- May 2009

Technology Traffic Manager (2009)

Responsible to traffic the technology development and production of web based, interactive, and technical projects throughout the Agency.

- Trafficked multi-facet, complex technical client projects through the agency.
- Prepared project status reports and maintained communication of project status.
- Routed client submission documents through agency to expedite the flow of work, receive approvals, meet client submission requirements and ensure on-time delivery of client work.
- Proactively identified issues and contributed to solutions development.
- Documented business, functional and technical requirements to ensure deliverables met client expectations. Tracked change requests and updated the requirements documentation.
- Delivered and communicated specifications with technical details to developers and other team members.
- Oversaw the development and maintenance of team assignment sheets, and team follow-up on the status of individual assignments to keep the team on track utilizing SharePoint.

IT Business/Systems Analyst (2008)

Dynamic Staffing, Consultant

Served as a full time on-site consultant to the Patient Marketing Group, providing business/systems analyst and project management support to the Technology department.

- Reported directly to Chief Technology Officer.
- Coordinated a team of 2 QA testers and 6 developers.
- Served as liaison for Technology to Account Management and Creative departments.
- Edited and reviewed test scripts and plans provided by QA team prior to incorporation and use.
- Release management and implementation.
- Coordinated and led pre-release reviews, both internal and with external clients.
- Routed client submission documents through agency to expedite the flow of work, receive approvals, meet client submission requirements and ensure on-time delivery of client work. Proactively identified issues and contributed to solutions development.
- Documented business, functional and technical requirements to ensure deliverables met client expectations. Tracked change requests and updated the requirements documentation.
- Delivered and communicated specifications with technical details to the development team.

Princeton Information

New York, NY

May 2005-May 2008

Business Analyst/ Project Lead

Merrill Lynch

Served as a full time on-site consultant to Merrill Lynch, managing a global in-house developed workflow, inventory and billing application built on SAMP infrastructure which served over 1000 unique users a month

- Managed a team of 6 consultants and employees.
- Assisted in designing and deploying a workflow engine and administrative module, which allowed users to be engaged in the provisioning and de-provisioning process for data center assets.
- Managed and maintained a global asset inventory, including utilization information both from a server and business perspective. Provided billing information on a monthly basis.
- Trained and set up new users. Wrote documentation to support the system as well as spec for new features and functionality.
- Coordinated and communicated release to production, outages and scheduled maintenance events.
- Created ad hoc reports both through user interface and direct DB connection.

- Served as primary point of contact and information regarding all system issues, enhancements and needs related to other systems within the organization.
- Helped to co-ordinate deployment of the tool to non-US regions.
- Was engaged in the core team to select and implement a vendor product to replace the home-grown tool to manage data center assets as well as provide new data center provisioning functionality and a workflow engine.
- Worked to engineer and develop a global workflow solution.

Enterprise Solution Providers New York, NY **Nov. 2003- Dec. 2004**
Business Analyst/ Documentation Specialist

State Capital Title and Abstract

Worked with a title search firm to create and maintain a database of all court judgments in the State of New Jersey. A data warehouse was created that allowed customers to enter a web-based search request and have a PDF generated and distributed.

- Supervised overseas development team.
- Served as project manager.
- Created and compiled documentation for the project as a whole and component systems.
- Helped administer and maintain the Development Group's Continuous Integration process using Visual Source Safe.
- Acted as liaison between technical development teams and the client's third party order entry system vendor.
- Verified integrity and consistency of data entry received from outsourced firms.

Morgan Stanley Existing Documentation Conversion

Re-wrote Morgan Stanley Dean Witter operation and system manuals into a standard format to comply with regulatory requirements. Proofread and edited all documents from multiple writers for grammar, structure and format, and ensured a consistent voice and style was maintained.

WildThought Technologies Paramus, NJ **May 2001 – Nov. 2003**
Implementation Project Leader

Managed client implementation process for projects from pre-sales to technical implementation. Responsible for content, editing and QA for all internal and client sites. Worked with clients and developers on user interface design to ensure that client needs were met.

- Planned, initiated, monitored and adjusted resource allocation to support multiple projects. Tracking and reports created in multiple programs.
- Effectively communicated with stakeholders and provided information, reassurance and motivation regarding their ongoing projects and initiatives
- Developed extensive UML based use case documentation as part of project requirements and worked with clients to ensure their sign-off on all documentation, technical and otherwise.
- Coordinated User Acceptance Testing of iterative development cycles and final deliverables.
- Tactfully provided technical interpretation and understand/negotiation between resources and the business customer to ensure requirements are gathered and defined precisely and accurately and being implemented promptly.
- Responsible for maintaining client relationships, functioning as the single point of contact for all clients needs.
- Responsible for supervision of overseas development resources. Worked in the evening over IM to ensure the development team had an understanding of technical requirements.

DealTime (now Shopping.com) New York, NY **Sept. 1999- Mar. 2001**
Project Manager (2000-2001)

Maintained current status on all projects, including deliverables and milestones. Maintained project documentation from initial request for prioritization through completion. Assisted in creation and implementation of project approval, prioritization and development process. Reported project requests and status to senior management team.

- Developed, implemented and revised project and process management globally.
- Received and maintained departmental status reports, handled subsequent issue management and presented this information on company Intranet.
- Participated on teams for development and promotion of wireless, WML, WAP, Palm, and XML applications.
- Administered company's transaction facilitation program, working with various departments for merchant selection, development, quality assurance and usability. Increased participating merchants by 100% with a 50% decrease in development time as well as decreased merchant issues and downtime.
- Served as Producer for Customer Support Center.
- Coordinated and observed usability sessions and focus groups for both web and wireless sites.

Channel Manager (1999-2000)

Developed and managed all aspects of Home and Garden channel, including related subcategories. Worked with other departments, including overseas development teams, to support, expand and promote channel. Ensured overall user experience, section quality and daily QA, weekly, seasonal and special product promotions within the channel and site-wide as well as through our e-mail newsletter.

- Redesigned the entire channel in order to improve the user experience resulting in an increase in category traffic.
- Trained channel managers in proprietary and outsourced software and applications, and company and departmental procedures.
- Worked with R&D on creation of custom tools and applications.
- Assisted in coordination and redesign of multiple other channels.
- Developed several pieces of specialized content for use on site.
- Facilitated inter-office communication on ad hoc basis.

Ideal Book Store

New York, NY

Jan. 1998- Jun. 1999

Assistant Manager and Technical Consultant

Updated and maintained website and posted catalogs. Maintained customer database and inventory. Handled on-site customers and processed incoming orders by phone, fax and e-mail.

- Upgraded our Internet presence, increasing Internet sales by 150%.

World Zionist Organization-Joint Authority for Jewish Zionist Education- American Israeli High School

New York, NY

Jun. 1991- Aug. 1997

Administrative Assistant/Registrar

Familiar with all aspects of an educational environment. Responsible for all aspects of office administration. Maintained accreditation and issued transcripts. Served as liaison between parents and schools.

- Annually processed over 150 student applications for various overseas programs.
- Assisted in the coordination of recruitment, advertising and promotion throughout North America.
- Responsible for psychosocial evaluations and follow-up for applicants and students.

Education

BA in Psychology, Brooklyn College. Brooklyn, NY, 1999

MS Project (certificate), CompUSA, New York, NY