**Steve P. Ramer**

4008 Frank Avenue

Springfield, MA 01103

Phone: 413-263-1650

Email: spramer@freemail.com

**Career Objective:**

To obtain an agile business analyst position with a reputed healthcare company and liaise with business partners and deliver users requests through technology.

**Summary of Skills:**

* Excellent communication, liaising, and facilitation skills
* Experience in working with agile software development team
* Skilled in analyzing and translating complex information into readable format
* Skilled in planning and managing multiple tasks simultaneously
* Ability to adapt and implement changes
* Superior innovative and leadership skills

**Work Experience:**

Agile Business Analyst

Prime Medical Services, Springfield, MA

October 2013 - Present

* Collaborating with business partners and cross-functional teams and supporting system documentation
* Communicating necessary changes and development to stakeholders in meetings
* Providing operational support for existing and new projects
* Preparing technical manuals, policy terms and conditions, and meeting minutes
* Interpreting stakeholders business needs and translating them into actual practice
* Collecting and evaluating information gathered from various sources

Agile Business Analyst

Life Wellness Center, Springfield, MA

March 2012 - September 2013

* Reviewed and updated policies and procedures and communicated them to business partners
* Prepared high-quality documentation for stakeholders and customers
* Provided training to team members and assisted them in accomplishing results
* Developed and maintained legal documents as required by state and federal laws
* Built trust and garnered respect from team members and stakeholders
* Documented and preserved service specifications and assisted in their execution

**Education:**

* Bachelor's Degree in Computer Science
Springfield University, Springfield, MA
2011

**Reference:**

On request.