

JIM RUPERT (CBAP, CSM)
Senior Business Process Analyst/Architect

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Position A Certified Business Analysis Professional (CBAP) with over 15 years of experience on strategic enterprise initiatives. My accomplishments include a number of enterprise level projects aligning information technology with business goals and opportunities. I have experience in multiple industry sectors such as financial, mortgage, energy, healthcare, retail, information and manufacturing. Key activities:

Understand Business Case: goals and metrics of business/technology owners
Capture Business Processes: requirements for program/project planning
Manage Program/Project Efforts: deliver business value for stakeholders

Selected Achievements

- Developed business cases to aid executive team in program decision making
- Lead multiple projects to increase business unit revenue growth, improve business process workflow, reduce operational costs and improve reporting information
- Increased customer sales with product improvements (\$25 million over 5 years)
- Facilitated business requirement gathering sessions and documentation (UML)
- Developed end-to-end business process modeling (BPMN 2.0)
- Developed Proof of Concept (POC) to demonstrate business value
- Managed cross-organizational business requirements for enterprise-wide deployments
- Experienced with Agile (Scrum) and Rational Unified Process (RUP) methodologies to comprehend the business requirements and accelerate the solution delivery process

Career Summary I have the knowledge and skills in end-to-end business processes. Proven ability to understand and articulate customer needs. I have experience aligning technology with business process improvement initiatives. I am an excellent problem solver, communicator, innovator, leader and facilitator. Expertise includes:

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|-------------------------------------|---|---|
| ➤ Requirements Facilitation | ➤ Requirements Planning & Communication | ➤ Unified Modeling Language (UML) |
| ➤ Agile Methodologies | ➤ BPMN Process Models | ➤ Use Cases |
| ➤ Business Process Management (BPM) | ➤ User Experience & Wireframes | ➤ TIBCO Business Studio & Microsoft Visio |

Professional Experience **Perficient Inc**, Dallas, Texas Apr 2007 - Present

OG&E - Lead Business Consultant (2013 to present)

- Facilitated requirements sessions for Customer Platform Program (CPP) website
- Created user stories to document functional requirements for architecture activities
- Analyzed user experience feedback, architecture scope, portal content and personalization and programs to promote energy efficiency and reduce peak usage

Wells Fargo - Lead Business Consultant (total 4 projects – 2010 to 2013)

- Documented CFPB compliant MSR sales servicing transfers, bankruptcy and foreclosure processes, and risks and controls using TIBCO Business Studio
- Facilitated business requirement workshop sessions with business subject matter experts (SME), workgroups and executive management using BPMN 2.0
- Completed integrated Bankruptcy and Foreclosure call center in San Antonio, Texas
- Completed single point of contact (SPOC) to improve home mortgage servicing

Lexmark - Lead Business Consultant (total 5 projects – 2010 to 2012)

- Increased customer retention for Managed Print Services (improved portal UX)
- Facilitated business requirement workshop sessions with business subject matter experts (SME) using UML, Agile and RUP methods and artifacts
- Coordinated delivery activities between the delivery teams, testing teams, customers and executive management team using Agile development methods

- Documented business/functional requirements, business process and UX wireframes
- Established SLA's and metrics to measure project success

Automotive Financial Corporation - Lead Business Consultant (2012)

- Completed full review of Underwriting Credit & Contract people, process, and tools
- Facilitated business requirement workshop sessions with business subject matter experts (SME), customers and executive management
- Documented business/system process and work flow using TIBCO Business Studio
- Identified 30+ solution options along with estimated SLA's and metrics improvements to measure project success and price tag costs vs. benefits
- Participated in preparation of business case for executive decisions on program goals

Guthy-Renker - Senior Business Consultant (2009 to 2010)

- Participated in customer relationship management (CRM) proof of concept (POC) to provide 360 view of the customer for multiple product lines
- Facilitated business requirement workshop sessions with customers using RUP/UML
- Liaison between business owners and solution providers (e.g. Oracle, EDS)
- Documented business/functional Use Case requirements, business/system process and work flow using MS Office (Excel, Word, Visio)

Oncor Electric Service Delivery – Sr. Business Consultant (2007 to 2009)

- Demonstrated BPM Proof of Concept for Revenue Management Process (Power On)
- Facilitated business requirement workshop sessions with business SMEs
- Coordinated activities between the delivery teams, business units and management
- Established SLA's and metrics to measure project success and ROI

ETC Corporation, Richardson, Texas

Jun 2006 – Apr 2007

Senior Business Systems Analyst – Harris County Toll Road Authority / Houston, TX

- Lead requirements activities to understand business goals and toll violation processing improvements and collection initiatives
- Gathered, analyzed, negotiated, validated and formally present requirements to business stakeholders for approval and signoff
- Involved in the solution delivery with the development team

Exam Management Services Inc, Irving, Texas

Aug 2004 – May 2006

Senior Business Analyst – Project Management Office (PMO); Requirements & Research

- Lead requirements activities to understand business goals and initiatives. Gathered, analyzed, negotiated, validated and represented requirements with Use Cases to provide business alignment of technical activities
- Facilitated requirement gathering efforts on enterprise Customer Relationship Management (CRM) initiative

Artesia Data Systems, Addison, Texas (acquired by CGI)

Apr 1999 – July 2004

Director of Software Development – Trust Land Management Systems

- Provided technical direction and aligned development activities for the business
- Interfaced directly with the Director of Government Trust Systems

Education

MSEE: University of Texas at Dallas – graduated in 1994;

BSEE: Kansas State University – graduated in 1983

Certified Scrum Master: Completed training and prescribed requirements – Apr. 2013

Apple iOS: E-Business Development Program (iOS Mobile Development) – Pending 2013

President: Dallas International Institute Business Analysis (IIBA) Chapter – 2008 thru 2009;
Past President: 2010 thru 2011

IIBA Certification: Certified Business Analysis Professional (CBAP) – Since June 2007

Entrepreneurship: Starting a Business (mini MBA) – Southern Methodist University - 2005

Toastmasters: CTM/CL More Creative Communicators – 2005 thru 2006

UML World: Presented "Requirements in Action" – Aligning Business & Technology