

Summary of Skills and Areas of Competence

Business Analysis

- ❑ A knowledge of the Internet, it's impact on business, and the use of the Internet as a business application medium.
- ❑ Extensive knowledge of, and over 6 years experience in, the entire Systems Development Life Cycle.
- ❑ Experience in gathering Business Requirements, and documenting business processes in a complex and dynamic business environment.
- ❑ A sound knowledge of relational data modelling and business process modelling techniques.
- ❑ Experience in preparing Business Requirements documentation, and subsequent Functional Specification development.
- ❑ Experience in the preparation of Conceptual System Design Documentation.
- ❑ A knowledge of Object Oriented Analysis techniques and concepts.
- ❑ Experience in the investigation and evaluation of application software packages.
- ❑ Experience in the review and development of interfaces between systems (real time and batch).
- ❑ Experience in managing external vendors and ensuring that they adhere to business deadlines and agreed quality metrics.
- ❑ Ability to manage competing objectives and ensure that they are completed within agreed timeframes.
- ❑ An understanding of the impact of IT on business objectives, and the requirement for continuous improvement.
- ❑ A knowledge of, and experience in, a multi-million dollar, multi-national, request for tender exercise.
- ❑ Extensive experience, and a knowledge of, Quality Assurance techniques and procedures.

System Design and Construction

- ❑ Experience in ensuring that detailed and technical design activities accurately reflect stated business requirements.
- ❑ Experience in liaising with software developers during construction of production program code.
- ❑ Development of production program code using Progress, Visual Basic, T-SQL and Active Server Pages (ASP).
- ❑ Experience in Testing, and Test Plan preparation using a Standard Testing Methodology.

Communication

- ❑ Excellent conceptual, analytical and problem solving skills.
- ❑ Good interpersonal skills.
- ❑ Able to work in a team or independently.
- ❑ The ability to manage conflicts and negotiate with disparate, competing business units to reach an agreed outcome.
- ❑ Excellent written and oral communications skills, including liaising with various levels of management.

Computing

- ❑ Conversant in several computer programming languages and structured programming techniques.
- ❑ Excellent skills in Visual Basic Programming and ASP/SQL Server client/server/n-tier environment
- ❑ A knowledge of object oriented programming concepts.
- ❑ Practical experience in multiple operating systems on various hardware platforms.
- ❑ Installation and maintenance of computer hardware and software.
- ❑ Knowledge of the entire suite of Microsoft Office products and various other software packages.
- ❑ Design and construction of business analysis oriented graphics and diagrams.
- ❑ Design of WWW pages and layout.

Professional Experience

Business Analyst - Hume City Council

(permanent position)

August 2000 - present

Description:

This position involves performing business analysis for the Hume City Council in the following areas:

- ❑ Enhancements to the core Council system Proclaim to improve efficiency across the Council, including improvements to business processes.
- ❑ Requirements gathering and subsequent production of an “Intranet/Internet Project Overview”. I also participated in the ensuing tender evaluation.
- ❑ Requirements analysis for the Council Internet site. I also participated in the design of the site, acceptance testing plan preparation, and implementation of the site.
- ❑ Re-engineering and development of new business processes to support E-Business opportunities.
- ❑ Development of a custom reporting application in Microsoft Access. This system extracts data from SQL Server using stored procedures and presents the reports using the Microsoft Access report engine. Reports are also presented via the Council Intranet using Active Server Pages (ASP) technology
- ❑ Migration of data, and interfacing between systems.
- ❑ Development of a Disaster Recovery Plan and IT Strategy

Business Analyst - Yakka Pty. Ltd.

(permanent position)

October 1998 – July 2000

Description:

This position involves performing business analysis for the following categories of Yakka Pty. Ltd. Information systems:

- ☐ Manufacturing
- ☐ Order Fulfilment/Warehousing
- ☐ Accounts Receivable/Financial
- ☐ Cash Sales Shops
- ☐ EDI (Electronic Data Interchange)/E-Commerce

Yakka information systems currently have sites across the country with branch offices in Melbourne, Sydney, Brisbane, Adelaide and Perth. Manufacturing facilities are also located in Shepparton and Wodonga. Yakka IT also services the “Can’t Tear ‘Em” workwear company who have sites in Melbourne, NSW and Queensland, and Icon Clothing in Fairfield. Yakka information systems are all based on a Unix (AIX) platform, using a mix of COBOL and Progress software applications.

Business Analysis was performed using structured analysis techniques. This involved liaising with the entire spectrum of users from Managing Directors and senior executives to the “coal face” users. This involved the production of Project Plans, Business Requirements, Business Process and System Design documentation and obtaining business stakeholder signoff. This invariably entailed the evaluation of several different solutions for a given business problem and extensive consultation with business stakeholders to determine the optimum solution for the prevailing business circumstances. Depending on the workload and resource availability, I also produced production program code using Progress, and performed system testing. Projects also required extensive collaboration with developers (internal and external Australian Software Professionals staff) and testers during the analysis, design, coding and testing stages. When software was production ready I was also heavily involved in the implementation and training of users in new software functionality.

I was also involved in the GST project to ensure Yakka’s compliance post-July 2000. In addition, I also performed an investigation of the Internet as a business application medium in preparation for Yakka’s E-Commerce project. I was also responsible for the analysis, design, construction and delivery of several high priority business projects to increase the efficiency of Yakka in response to government tariff reductions.

Major Achievements:

- ☐ A leading role in the Yakka Y2K project which resulted in no interruption to Yakka business continuity.
- ☐ A member of the Yakka Enterprise Project Team. This project involved the implementation of the Yakka core system to the Sydney, Adelaide, Perth and Brisbane branches, replacing their existing systems.
- ☐ Enhancements to Yakka core systems to increase efficiency in Manufacturing.
- ☐ Implementation of an electronic trading partnership between Icon Clothing and Coles-Myer via EDI.
- ☐ Member of the Yakka GST Project Team, resulting in a successful GST implementation.

Business Analyst - Telstra (Cable Plant Records System / PlanIt Project)

(contract position)

July 1994 - October 1998

Description:

This position involved performing business analysis for the Cable Plant Records (CPR) system. This system records Telstra's entire external plant network. It is a national Geographical Information System (GIS) which runs on a UNIX/X11/Motif platform utilising an ORACLE relational database for the storage of attribute data, and a CAD package called GDS for the storage of graphical data. The CPR system has 1700 registered users nationally and 41 work sites located across Australia.

My focus before I departed was specifying Business Requirements for the CPR replacement system, the PlanIt project. My main role in the PlanIt project was to specify Functional Requirements for the PlanIt application, develop the data model for PlanIt (an object-relational model) and design the PlanIt user interface.

Business Analysis was performed using Ernst & Young Navigator and Structured Analysis techniques. This involved the production of Business Requirements and Conceptual System Design documentation for major software enhancements to the CPR system. Upon completion of Conceptual System Design documentation, I liaised with software developers during the Detailed Design, Technical Design and Programming stages. During the Testing Phase I also resolved any inconsistencies that required a decision from the business perspective.

Other duties included organising and chairing Design and QA sessions, attending Technical Design Sessions, writing and updating user Functional Specifications, liaising between user representatives and software developers, producing user documentation, product acceptance testing, analysing user initiated changes and specialised user support.

Major CPR Project Achievements:

- ❑ Analysis, design and implementation of a Motif based GUI, which replaced the previous graphics tablet based menu system with on-screen, menus. This eliminated the need for a dedicated graphics tablet equipped UNIX graphics workstation for each CPR terminal and allowed the introduction and use of mouse equipped X-Terminals. This reduced the cost of a CPR terminal from \$20,000 for a UNIX workstation, to \$4,000 for an X-Terminal.
- ❑ Assisted in the preparation of a Request for Tender (RFT) document for the replacement of the existing CPR system. I was primarily responsible for the preparation of the Logical Data Model and System Volumetrics components of the RFT. I also assisted in the gathering of Business Requirements as required. I was subsequently a member of the Telstra Evaluation Team that evaluated potential system vendors.
- ❑ I designed the Business Analysis methodology formally adopted by the CPR Project Team. This methodology was based on SDLC and Navigator techniques. I also created the Business Requirements documentation standards currently in use by the CPR Project Team.
- ❑ I assisted the project responsible for software enhancements to the CPR system to enable it to record Telstra's Cable Broadband (Pay TV) network.
- ❑ Business Analysis for other major software enhancements to the CPR system including Key Reference Plans (maps of Telstra Exchange Service Areas), Exchange Service Area Boundary Management, Loop Trace (tracing of the network path between an exchange and a customer), and CPR functionality to improve the quality of Construction Drawings sent to Telstra field staff for physical network construction.

PROFESSIONAL CREDENTIALS - STEPHEN MOSS

Formal Education

Courses: 1995 Ernst & Young Navigator Systems Development Life Cycle.
1996 Ernst & Young Navigator Business Analysis Techniques.

Tertiary Education: 1991 - 1994 Victoria University of Technology

Successfully completed the **Associate Diploma of Business Computing.**

Subjects Successfully Completed:

Year	Semester	Subject	Result
1994	1		
		Business Applications	High Distinction
	2		
		Business Project	High Distinction
1993	1		
		Knowledge Based Systems	Credit
	2		
		Data Base Systems	Distinction
1992	1		
		Systems Analysis	Pass
		Networks and Data Communications	Distinction
		Applications Packages 2	Distinction
	2		
		Systems Design	Credit
		Non Procedural Languages	Distinction
		Presentation Techniques	Distinction
1991	1		
		Accounting Systems 1	Distinction
		Fundamentals of Programming	Distinction
		Computer Systems	High Distinction
		Business Programming	High Distinction
		Applications Packages 1	Credit
		Analytical Methods 1	Distinction
		Professional Communications 1	Credit
	2		
		Accounting Systems 2	Distinction
		Programming Applications 1	Distinction
		File Management	Distinction
		Information Systems	Distinction
		Operating Systems	Distinction
		Programming Applications 2	Credit
		Professional Communications 2	Pass

Software Exposure

During my industry experience and university course, I have gained a knowledge of, and practical experience in the following operating system environments, programming languages and software packages:

Operating Systems
MS-DOS / Microsoft Windows 3.1
Microsoft Windows 95/98/NT/2000
UNIX (Ultrix, Solaris, AIX)
X-Windows
PICK Operating System

Programming Languages
Active Server Pages (ASP)
Visual Basic
TRANSACT-SQL
PROGRESS v8
C / C++
HTML
Java
Motif
Pascal
COBOL
DBASE

Software Packages
Microsoft SQL Server 7.0
Microsoft Word
Microsoft Excel
Microsoft Access
Microsoft Powerpoint
Microsoft Project
ORACLE
ABC Flowcharter
GDS (CAD System) 5.4.1
Pagemaker
IEF Composer
Lotus 123
DBASE
Micro SQL
Ingres SQL