ED BARKLEY

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BUSINESS LIAISON TO IT

Expertise encompasses all phases of the systems development life cycle (Agile and Waterfall), process optimization, transformation (BPM) and workflow modeling, change management, team mentoring and facilitation. Management, consulting, and application development experience. Worked for clients within the payments, banking, healthcare, finance, publishing, distribution, telecommunications, manufacturing, home goods, legal and quality industries. Improves the enterprise bottom line through line of business liaising to IT, business process optimization, QA & test management, and general business consulting.

SPECIALTIES

Line of Business Liaison to IT, System Development Life Cycle, Business Process and Workflow, QA & Test Management, General Business Consulting:

Line of Business Liaison to IT
- Served as a liaison between the business and IT in requirements and specification development, issue and change management, test planning, training and implementation.
- Established relationships and communicated up and down the management chain.
- Provided numerous executive and management presentations in support of business cases and project status.
- Strong advocate for quality and advancement of business analysis as a respected professional.
- Ongoing professional development through the International Institute of Business Analysis.

System Development Life Cycle
- Rich experience in the classical "Waterfall" SDLC processes.
- Embraced the Agile/SCRUM/Kanban methodology, and has worked most recently in an organization applying the top-down Scaled Agile Framework or SAFe.
- Pivots between researching and developing detailed business & functional requirements to working hands-on with Agile teams in creating features and user stories.
- Many years' experience in test management, works closely with the QA community in defining verification needs, as a testing manager in past assignments.
- Deep knowledge of project tracking and reporting through tools including ServiceNow and Rally.

Business Process and Workflow
- Applies many techniques helping organizations resolve problems and develop solutions.
- Identifies bottlenecks, duplications, and waste and improving processes and outcomes using business process modeling (BPM), workflow analysis, and journey mapping.

QA & Test Management
- Key areas of focus in testing is "Test Readiness", which means being ready to test effectively & efficiently when the code is ready to be tested.
- Involves planning out all tests to be conducted, ensuring proper environments are set up, a high-quality configuration and change management process is present
- Everything is well documented, data is organized and ready, testing tools are installed, resources are available and trained.
- All stakeholders have an organization-wide issue management process available to quickly report and resolve any negative test results.

General Business Consulting
- Helps organizations reduce waste, speed productivity, and improve profitability by applying vast skill set in problem definition and resolution, state of readiness, best practices, workflow, team facilitation, process development and training.
- Toolbox contains wisdom from the principles learned in CMMI, ISO, ITIL, ISPI and OR.

PROFESSIONAL EXPERIENCE

Vantiv, Worldpay, FIS, Cincinnati, Ohio   **March 2015 - April 2020**
Business Analyst, Process Engineer, Sales Operations Analyst
Initial position was a Consultant, in various roles. Transitioned to full time, performing business analysis and workflow modeling.

- Provided clear and documented processes to eliminate role-confusion and facilitated smooth transactions across organizational boundaries.
- Supported teams implementing ServiceNow cloud solutions.
- Documented systems moving to the enterprise platforms.
- Mentored stakeholders during testing and training.
- Supported Sales Operations during product launch to improve partner and sales productivity, which differentiated FIS from competition and enhanced business model.

Fifth Third Bank, Cincinnati, Ohio   **March 2010 - November 2014**
Managing Consultant, Business Analyst, Project Manager (Consultant)

- Performed Business Analysis and Project Management roles supporting projects improving processes and systems in commercial loans, consumer/retail, international, on- and off-shore technical IT teams, training and UAT.
- Mentored new BA's, led Lunch-n-Learns and advocated for the IIBA$^{®}$.

Lerner Sampson & Rothfuss, LPA, Cincinnati, Ohio   **July 2008 - February 2010**
Business Analyst in Agile Environment

- Performed as liaison between the business and IT in requirements development, test planning, release management and issue resolution.

Argus Health Systems, Inc., Kansas City, Missouri   **October 2005 - June 2008**
Business Analyst, Process Improvement Leader

- Developed Argus's first standardized business-IT process methodology through a combination of workflow mapping, team facilitation, template & procedure documentation, management and training.

US MILITARY
Army, Honorably Discharged

EDUCATION
Bachelor of Science, Managerial Science
University of Cincinnati, Cincinnati, Ohio

CERTIFICATES / CERTIFICATIONS
Foundation Certificate in ITIL Service Management
Human Performance Technology, International Society for Performance Improvement

PROFESSIONAL DEVELOPMENT / ACCOMPLISHMENTS
GE Aircraft Engines Manufacturing Studies Program (2 years, > 300 hours)
ISO 9000 Lead Assessor & CMM, Capability Maturity Model
Co-Author: How to Reduce the Cost of Software Testing© (on Amazon)
Adjunct UC instructor in IT Development, Systems Analysis and Project Management

MEMBERSHIPS
Cincinnati Chapter, International Institute of Business Analysis, IIBA®
Project Management Institute, American Society for Quality, Association for Talent Development
International Society for Performance Improvement, ISPI®