

# JOSEPH M. FREITAS

BUSINESS SYSTEMS ANALYST | PROJECT MANAGER

510.340.6457



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Phoenix, AZ



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## TECHNICAL SKILLS

HTML & SASS/CSS

Javascript

ReactJS

Wordpress

Bootstrap

SQL Server

T-SQL

SSRS

Power BI/Tableau

Microsoft Suite

## EDUCATION

ITT Technical Institute  
A.S Software Applications &  
Programming

## PROFESSIONAL PROFILE

*"Most skills can be learned, but it is difficult to train people on their personality" – Richard Branson*

Versatile Business Systems Analyst & Project Manager, expert in all aspects of moving product offerings forward with a demonstrated ability to perform in a fast-paced and agile environment. Acknowledged for integrity, high professional standards, and ambition to learn.

## EXPERIENCE

### CO-OWNER/PROJECT MANAGER/TECHNICAL MANAGER

Freelance Sidekick, LLC (<https://freelancesidekick.com>) ; Phoenix, AZ 2018-Present

Owns & manages all technical facets of the business, including Web Design & Development projects. Technical Project Manager for contracts that require both technical expertise and PM skills. Recent contract details:

- *IZON Golf (GPS Software)* – Project Management/Quality Assurance role. Successfully implemented multiple process improvements in managing development team's tasks using Jira/Confluence. Manage key stakeholder's expectations and provide weekly status reports to stakeholders. Perform QA testing and manage all UAT tasks with the client to ensure quality releases
- *Onsite Dealer Solutions Software* - Project Management/Quality Assurance role. Implemented a roadmap/task tracking system in Jira to provide clarity on progress of current projects, allowing consistent status updates to stakeholders. Provided technical support to ODS team for production issues, and coordinated with the development team on tasks that required system updates.
- *Goodyear Chiropractic* – Web Design/Development. Worked within the client's current CMS system, using HTML/CSS/Javascript, to provide a better UX for their website. Worked through the multiple constraints within the CMS and communicated with the client/third party CMS vendor the ideal way to present their information on their website.

### LEAD BUSINESS SYSTEMS ANALYST

CMA Consulting; Phoenix, AZ 2017-2018

Works as a multifaceted business analyst that leads efforts that include, but are not limited to: business analysis, QA and frontend web development across business groups for the State of Arizona WIC (Women Infant and Children) program with direct focus on efforts concerning the EBT (Electronic Benefits Transfer).

- Facilitates continuous quality improvements across various departments within the organization with the objective to solve complex problems and develop multi-dimensional solutions resulting in a 10% increase in efficiency.
- Supports the mitigation of resource constraints by volunteering to assist the development team in a high priority initiative which includes maintaining brand standards under company guidelines by leveraging Javascript, HTML, and CSS to move the project forward by 4.5 days.
- Documents, coaches, and elicits business requirements from subject matter experts by writing use cases resulting in a clearer, more detailed and more complete understanding of project deliverables to reduce post implementation bug submissions.

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## SKILLS

Team Leadership

Analytical Mindset

Requirements Gathering

Improving Efficiency

IT Applications

Attention to Detail

Project Planning

Accountability

Risk Assessment

Resource Management

## EXTRA

Alumni  
National Technical Honor  
Society (NTHS)  
2003

## EXPERIENCE continued

### LEAD BUSINESS SYSTEMS ANALYST

B2Gnow (Diversity Management Software); Phoenix, AZ 2016-2017

Worked with the Configuration and Project teams to solve organizational information and process problems by analyzing requirements, creating technical solutions, and recommending system controls and protocols. Also collaborated with the Development team to adopt development tasks to assist in alleviating their workload and increase the team's velocity.

- Facilitate optimal internal communications by serving as liaison between services organization and product development, product management, and technical teams to develop a more streamlined data migration process, increasing efficiency, data quality and turnaround time by an average of 5-8 days.
- Orchestrated a companywide initiative to upgrade and complete maintenance to over 150 customer web portals within 3 months, which included a project/training plan for internal project staff to successfully complete this effort with the new system modifications, as well as the web portal development work using HTML, SASS/CSS, and Javascript.
- Effectively designed and delivered a 3-day training course to both technical and non-technical audiences at various levels within the organization as part of a customer cutover plan for the biggest corporate client in an emerging market.

### PROJECT MANAGER/SYSTEM ANALYST

TriTech (Public Safety); San Ramon, CA 2012-2016

Collaborated on Interfaces team that provided the "middle ware" that connects our applications with outside vendors/data/web services in a public safety environment. Provided project oversight and department strategic planning on behalf of the Interfaces team.

- Installed, configured, and performed troubleshooting for multiple Tiburon interface applications
- Increased the velocity and production of the Interface Team's engineers by 150% by maintaining client system analysis/troubleshooting/software installation, and managing all projects.
- Reviewed and completed client's System's Service Requests, successfully clearing the backlogged queue from over 200+, to maintaining a monthly maximum of 10

### PROJECT MANAGER/BUSINESS ANALYST/DATA WAREHOUSE REPORT ANALYST

Arrowhead General Insurance; San Diego, CA 2009-2012

Worked with the business stakeholders to understand the business requirements and managed projects from initiation to implementation. Analyzed business requirements from various divisions to implement the rating engines/program design across multiple policy management systems.

- Migrated Data Warehouse reports from dated Oracle reporting warehouse to the SSRS environment, which increased report gathering time for business partners by 100%

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## REFERENCES

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## EXPERIENCE continued

- Analyzed and migrated Auto/Moto rating engines from Visual Rater Engine to DRC rating engine; project required intense analysis/understanding of all rating programs, and expert Microsoft Excel knowledge
- Successfully orchestrated efforts for a software optimization project with the goal of increasing implementation efforts by 50%, while decreasing "bugs" by 75%

### *BUSINESS OPERATIONS ANALYST – RISK OPERATIONS*

WaMu/Chase; Stockton, CA 2008-2009

Created, maintained, and delivered multiple daily reports to the risk operations department used for fraud investigation and analyzed business requirements to identify division needs.

- Increased report output efficiency for 60% of the reports through the removal of unnecessary steps in the Windows Batch code and the Excel VBA macro code
- Decreased the existing Risk Reports issues by 90%
- Tested and verified integrity of data from multiple systems and utilized various software platforms including Access, Excel (specifically VBA programming), SAS, SQL, and Oracle PL/SQL

### *BUSINESS SYSTEMS ANALYST/SOFTWARE QUALITY ASSURANCE*

Arrowhead General Insurance; Carlsbad, CA 2004-2008

Managed configuration and setup of policy administration system, including database maintenance as well as configuring/maintaining the system's rating engine. Collaborated with third party vendors to install and maintain multiple database projects.

- Identified inefficiencies with the database updates from third party vendors, increasing the implementation time of the updates, and clearing out the backlog of updates to ensure updates are implemented within two weeks, vs the previous 3 month time frame
- Performed testing in various stages of the QA life cycle, including black, white, & grey box testing, regression testing, and acceptance testing

## PROFESSIONAL DEVELOPMENT

PMP CERTIFICATION (In Progress)

USER EXPERIENCE (UX)

Interaction Design Foundation

Current membership and ongoing education

REACTJS & JAVASCRIPT

CodeCademy.com

October 2017