**Derek Wylie Suber**

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**Career Target: –** Results-oriented candidate with a solid background in boosting organizational efficiency and morale by using solid teambuilding, training, and staff leadership skills.

**Profile**

* Dedicated to providing excellent customer service and exceeding organizational goals
* Excellent problem-solving, decision-making, and team motivation skills
* Good analytical and conceptual skills
* Proven adaptability and capacity to learn quickly in high-pressure and fast-paced environments
* History of successful interaction and staff supervision within diverse groups
* Reputation for displaying integrity and professionalism when communicating with professionals at all levels
* Knowledge of projects and how implementations affect an organization and can link to business processes
* Technically proficient in spreadsheet applications and database software skills
* Knowledge of business support and systems concepts
* Knowledge of programming languages and/or concepts
* Knowledge of SQOL
* Maintain and support CRM database
* Subject Matter Expert
* Participates on project teams to develop, maintain, and implement new processes, applications, and forms
* System testing and technical support
* Quality Center
* RSET Status Reporting Tool
* Info Center Reporting Tool
* Knowledge of Agile and Waterfall methods
* Helpdesk and triage
* Locate root causes of technical errors and implemented prompt solutions
* Resolve technical issues in a timely manner using available resources within the company
* Able to multi-task, prioritize, meet deadlines, and consistently produce high-quality work
* Exceptional verbal and non-verbal communication; fluent in English and Spanish
* Technically proficient in Microsoft MS Word, Access, Excel, PowerPoint, Outlook, and Internet Explorer

**Education**

**Bachelor’s Degree, Georgia Southern University, Statesboro, GA ▪ 2006**

Course Work:Business, Management, Human Resources Development, Speech, Communications, Business Law, Micro and Macroeconomics

**Professional Experience**

**Research Systems Analyst, Ohio University, Athens Ohio 4/2023-5/2025**

The position is responsible for supporting our electronic Research Administration configuration in Cayuse and the integrations with our third party and custom solutions. This includes system setups, troubleshooting, and other production support related items. Additionally, this position works closely with others in Financial & Administrative Systems team and individuals in Information Technology to support the needs of our functional owners and perform testing related to our system changes. This position serves as a liaison between the business/end users and IT systems development teams for business needs requiring IT based solutions.

* System Configuration and Interfaces – performed systems maintenance in Cayuse. Also involved in interfaces of information to/from HR/Finance and our third party systems (which included but is not limited to Workforce, PeopleAdmin, Jaggaer, Concur) and resolution of any integration issues/errors. Defined data feeds to other university system providers, as well as external constituents. Served as primary support to the operation of the university’s electronic Research Administration system as assigned. Provided Tier 3 support for issues and applications assigned to position responsibility.
* Participate in Systems Initiatives, such as release upgrades or new system implementations or initiatives, (e.g., all Cayuse modules). Assisted in the testing, documentation, and implementation of system changes, as well as documenting the relationships between various components of the application systems (i.e., business processes, data, and applications). Worked to identify business needs, conducts requirements gathering, and defines scope and objectives of project. Made recommendations for solutions or improvements to business processes that can be accomplished through new technology or alternative uses of existing technology. Worked to translate business requirements into application requirements for system design, configuration or integration to other systems.
* Developed reporting and pulling disparate sets of information through various reporting tools (both within the applications as well as external reporting tools). Tested changes to our reporting subject areas and creation or changes to any of our reports to ensure appropriate results are obtained. Pulled information in response to audit and public records requests. Pulled data for analysis, benchmarking, and metrics.
* Other duties as assigned by supervisor

**System Testing Analyst/Test Designer, Blue Cross Blue Shield, Columbia, SC 2/2022 –4/2023**

Develop testing strategy and master test plan to support testing objectives.

* Develop the overall testing strategy and master test plan for the program; sets the direction and tone for quality delivery
* Own/drive/coordinate testing across multiple testing phases, including System, UAT, and End-to-End
* Provides requirements and guidance for all test data and test environment needs. Leads and coordinates all testing within the program
* Thorough understanding of systems migration process
* Responsible for data creation and manipulation\Ability to understand the functional connection between applications
* Ability to utilize test requirements, specifications, diagrams, logic functions, etc.
* Responsible for timely development and execution of testing deliverables for work efforts following ISSM Project Methodology
* Responsible for participating in static test reviews, use of structured testing techniques and development of test matrices and test cases for assigned membership efforts in support of existing and future business
* End-to-end support for requirements engineering, test case optimization, test design automation, in-sprint testing
* Responsible for executing test cases effectively detecting and retesting defects, and reporting accurate metrics
* Responsible for effective and proactive communication regarding testing progress and roadblocks
* Proper use of Quality Center and DCM to ensure that test matrix artifacts relating to work effort have been created, approved and stored appropriately
* Proficient in Agile and Waterfall methods; user stories, adding and updating testing approaches in designated areas
* Creating design documents and running defect reports out of the Azure database
* Responsible for ensuring Quality Center defect information is accurate
* Develop and execute formal test plans to ensure delivery of quality software application
* During the testing process monitor the system for exceptions and other items requiring posttest attention
* Define and analyze quality assurance metrics such as defects, defect counts, test results, and test status
* Make recommendations to clients on how to improve operational workflows
* Provide service for multiple clients, including onsite service where needed

**Business Analyst II, Blue Cross Blue Shield, Columbia, SC 11/2015-2/2022**

Assist in formulating and defining system scopes and objectives using research and basic understanding of business systems and industry requirements. Conduct business process analyses, needs assessments and cost/benefit analyses for aligning operations solutions with business initiatives. Provide assistance in testing efforts and security administration to application supported by area when the appropriate written and approved request is received

* Obtain detailed understanding of the major operations and functions in effect within the areas being supported. Review basic system enhancements/upgrades to determine applicability of customer file modification requirements. Follow defined procedures, assists in facilitating timely and accurate updates to reference files based on customer requests.
* Experience with My Business Manager content management
* Responsible for onboarding new agents and employees to the department
* Testing equipment and assisting with setup of WAHU until full access to all systems
* Experience updating management utilities, adding agents, creating profiles and adding primary IDs
* Document system problems and assist in their resolution. Review and complete various daily reports to ensure system is performing as expected. Prepare written reports and analysis, including recommendations pertaining to system functionality and testing progress.
* Experience and knowledge in using LDAP and Tivoli as a system support tool
* Prepare and review test data, test plans and test matrices for system changes. Develop test matrices to accurately reflect changes and detail expected outcome. Execute test cases and evaluate test result for errors.
* Experience testing and triaging the SC Blues, Healthcare.gov, Plan Finder and SC Blues Window Shopping websites
* Report problems through appropriate channels and suggests corrections for a successful implementation
* Define business requirements, perform tests and lead small projects.
* Prepare and review data for analysis in order to evaluate the activities, performance and systems within a specific area for standards and workflow simplification.
* Maintain and support CRM database (Goldmine)
* Improving existing programs by evaluating objectives and specifications, reviewing proposed changes and making recommendations
* Achieving computer stem objectives through collecting relevant data, identifying and evaluating options and suggesting a course of action
* Communicate with management and departmental personnel to document workflow procedures. Assist in preparing verbal and written communication about business changes with management or other staff members. Function as liaison between the operations testers and information systems to facilitate communications. Assist customer tester with issues that arise during projects**.**
* Experience in developing Group and Individual quoting proposals
* Sales Connect SME (Medicare quoting tool)
* Experience and knowledge in marketplace exchange, BCA Exchange, My Business Manager, SalesConnect, Shop and Apply, MyBigRPlan, AskBlue, Subsidy Calculator, EasyGuide65 and MySCPlan.com.

**Business Analyst, Kelly Services (Blue Cross Blue Shield), Columbia, SC 2/2015-11/2015**

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**References**

Available upon request