Resume: Andrew Kouroupis

8220 Palm Terrace
Jacksonville FL 32216 (USA)
andrew.kouroupis@comcast.net
+1.904.962.1278

Position Sought: Business Systems Analyst / Process Improvement Analyst

NATIONAL STATUS

- US citizen
- New Zealand right to work

EDUCATION

BA, English, 1989, Florida State University. Focus: Media Studies, Technical Writing

MS, Instructional Systems Design (ISD), 1994, FSU Dept. of Educational Research
Focus: Systems Analysis and Documentation, Computer Based Instruction, Workplace Performance Support

VALUE PROPOSITION

- Masters degree in systems analysis and design -- a professional grounding in systematic requirements management, systems analysis and modeling, performance gap analysis, workflow analysis, solution design, training, and continual process improvement of IT business systems.
- ITIL Certified in IT Service Management Lifecycle practice. A practice grounded in business process analysis and alignment of IT services to provide value to the business.
- Academic and professional background in design of web-based business and instructional applications. Expert in issues of best practice interface usability and effectiveness.
- Career technical author and editor: Expert in best-practice and specification-based documentation of IT systems and business processes using use-case-driven methods and UML/BPMN modelling.
- Expert in design and production of business application prototypes and high-fidelity interactive visualizations as expression of functional requirements prior to coding.
- Expert facilitator of best-practice SDLC processes. Experienced mentor in multinational enterprise groups adopting new SDLC tools and standards for business systems requirements analysis, design, and development.
- Broad experience in business system domains: CRM, electronic document management, records management, imaging, financials, integration, claims processing, dashboard, and content management systems.

SALARY AND CONTRACT POSITIONS

Koan Holloway, Inc., Jacksonville FL, USA
Analyst, Designer, Director

My independent contracting company providing IT business consulting services. (2007 to Present)

- Technical author/editor of print and multimedia publications: business communications, help and reference materials, training materials, presentations, and marketing copy (since 1990).
- Designer and developer of web sites: commercial promotion, e-commerce, and organizational services.
- Client: Business Florida Agency for Workforce Innovation (2007) for process improvement project.
- Client: Precision Tower Systems (2009), designed, developed, and managed a B2B promotional web site (precisiontowersystems.com). Designed and developed an e-commerce web site (stores.towerprecision.com). Provided consulting services for B2B e-commerce business processes, office integration, and financial systems.
- Client: Unitarian Universalist Church of Jacksonville (2009) designed, developed, and managed a web site for promotion and achievement of organizational goals. Provided business consulting, design, and development of services for office automation, marketing, finance, and social networking.
- Client: PTS Construction Services (2009), designed, developed, and managed a B2B promotional web site. (ptsconstructionservices.com). Also provided business consulting services for office automation, project management systems, and internet-based workforce management systems.

Blue Cross Blue Shield of Florida, Jacksonville FL, USA

Senior Business Analyst

Systems process analysis for existing and new capabilities. (Feb. 2006 – Jan. 2007 and Feb.– Dec. 2008).

- Received in-service HIPAA training and performed tasks maintaining HIPAA compliance in IT systems.
- Facilitated JAR/JAD sessions, prepared system requirements and specifications. Produced UML-compliant data flow diagrams, business process models, system use cases, realizations, and reports.
- Participated in implementing solution design. Conducted system testing and service delivery support.

  Lasting contributions to business success:

- Created or revised a body of use-case documentation to conform to UML guidelines, technical documentation standards, and principles of clarity and coherence. Reuse of these exemplars promoted lasting improvement of communication and agreement processes between business and IT groups.
- Introduced BPMN process documentation standards and mentored team-members. BPMN improved the documentation of processes beyond the ability of UML activity diagrams to model the business.

Fonterra Co-operative Group Ltd., Auckland, New Zealand

Senior Business Analyst, Enterprise Solutions Group (Quality & Process Improvement team)

Fonterra is New Zealand's largest corporation and the world's leading exporter of dairy products, with a scope of enterprise IT requiring approximately 600 staff. (June 2002 to January 2006).

- Performed functional usability analysis and interface redesign of content management systems for Fonterra's Intranet Portals. Facilitated JAR/JAD sessions for elicitation of requirements.
- Project management, business analysis, design, and testing of new intranet services to the business.
- Conducted IT Service Management KPI metrics and gap analysis for validation of reengineered IT processes.
- Modelled business processes for a RUP and ITIL based IT Service Management initiative.

  Lasting contributions to business success:

- Designed and produced a RUP-compliant Fonterra IS Solution Delivery Lifecycle (SDLC) support portal. This effectively promoted and supported adoption of RUP and UML as new process and documentation standards.
- Facilitated adoption of the technical documentation standard Business Process Modelling Notation (BPMN). This resulted in significant gains in communication and agreement between business and IT groups.
- Facilitated adoption of IT Infrastructure Library (ITIL) as a standard for Fonterra IT Service Management. This led to successful adoption of new support applications and significantly improved support KPIs.
- Produced persistent online help and FAQ resources, training curricula and online courseware for adoption of ClearQuest, RUP, and ITIL-based IS Support processes. Delivered classroom training to 300+ IS staff. This resulted in successful adoption of the new SDLC and IT Support technology for increased productivity.
- Created and revised a body of use-case documentation to conform to UML guidelines, technical documentation standards, and principles of clarity and coherence. This had the effect of reducing time to delivery through increasingly effective and detailed communication across SDLC phases and groups.
- Identified a pervasive quality management problem in long-standing manufacturing documentation practice. Proposed and facilitated adoption of revised documentation standards that yielded immediate positive impact on revenues by reducing off-spec product loss in the manufacturing process.

Learning Media Limited, Wellington New Zealand

Manager of Electronic Media / Instructional Designer

Learning Media is the largest New Zealand publisher of literacy materials for New Zealand schools and delivers specialty products to 9 international literacy markets. (March 2001 to March 2002)

- Publisher/designer tasked with multimedia courseware development for international markets.
- Designed and produced computer-based learning products and systematic learning objects.
   Lasting contributions to business success:
- Designed and developed a new Learning Media International product catalogue website -- enhanced product exposure in international markets and increased revenues.

ZIVO Limited, Wellington, New Zealand

IT Project Manager

ZIVO is a leading NZ web development company, now a division of TelstraClear (Contract — 6/00 to 12/00).

- Project managed a major Telecom NZ web site to integrate mobile phone services with web-based e-mail to support an on-line community of interest (www.pulsate.net.nz).
- Project managed a trial of new on-line mobile telecom technology (voice-recognition mail portal).
   Lasting contributions to business success:
- Facilitated adoption of agile SDLC process -- improved project delivery and increased revenues.

Wang New Zealand (now Gen-I, Ltd.), Wellington, New Zealand

Senior Business Analyst / IT Process Engineer

Consulted in New Zealand national and regional government organisations on electronic document management (EDMS), knowledge management, workflow, IT Service Management, and process improvement. (6/98 to 6/00).

- Consulted on business process reengineering for government agencies adopting new IT applications.
- Consulted and produced project plans, functional requirements, and system design documentation for implementations of electronic document management (EDMS), content management, records management, and automated workflow solutions. Facilitated adoption of UML and initiated a use-case-driven approach.
- Training and implantation experience in TRIM (records management), IBM Websphere, PC Docs/Hummingbird (EDMS), and Filenet Panagon suite.
- Conducted testing and training during user acceptance of delivered applications. Designed print and online training materials and online help.
   Lasting value to the business:
- Tailored and documented a version of RUP with Rational Requisite Pro and facilitated adoption by the development group. This underpinned successful process compliance with a large government agency. Introduced JAR/JAD and facilitated sessions for elicitation of requirements.
- Defined and facilitated ITIL Service Desk policy and procedures for a new Wang IT Helpdesk application. This significantly improved incident response time and satisfaction from Service Desk clients.
   Lasting contributions to business success:
- Facilitated adoption of UML requirements management standards and Rational Unified Process. This resulted in significant productivity gains from improved communication and agreement between consultants and clients.

Martin Information Services, Inc., Raleigh NC, USA

Senior Instructional Designer / Project Manager

Martin Information Services developed technical documentation, Keyfile automated workflow applications, and commercial multimedia training products for corporate and government clients.   (8/96 to 3/98).

- Conducted analysis and design for multimedia training products and workflow implementations.
- Technical author of project plans, user manuals, and technical documentation.
- Conducted audio/video production and digital postproduction, digital graphics production, scripting, and multimedia programming on IconAuthor, Authorware, and HTML delivery platforms.

  Large training development programs at Martin:

- For the US Navy: Courseware for users of the Keyfile document management and workflow application: Adopted by US Navy installations and corporate centers. Addressed the problem of training new staff with varied computer skills to achieve proficiency in a document environment using automated workflow.
- For the U.S. Environmental Protection Agency (EPA): Regional Data Centre Access Certification training. A print and video-based training program designed to train staff to prescribed levels of performance knowledge regarding EPA safety guidelines for working in the Raleigh EPA Regional Data Center.

Reuben H. Donnelley Co., Raleigh NC, USA

IT Process Engineer

R.H. Donnelley is the largest U.S. telephone directory publisher. A company-wide implementation of a new AMDOCS publications management system in a new head office.   (9/95 to 6/96)

- Systems analysis and design of workflow application development aligned to new business processes.
- Authored business process diagrams, procedure manuals, online documentation, and training materials.
- Team leader for documentation production and QA lead for ISO 9003 quality assurance processes.

Leon County Public Library / Tallahassee FreeNet, Tallahassee FL, USA

IT Helpdesk Analyst / Instructional Designer

Tallahassee FreeNet is one of the Internet's first and largest free-nets, with more than 30,000 members. The customer support centre was hosted in a regional public library. (2/94 to 9/95)

- Managed volunteer staff for a 12 X 7 Service Desk: email, call-in, walk-in.
- Designed and managed a web-based community of practice environment for new internet users; and on-line environment for the volunteer call-centre staff community.
- Designed an on-line help-desk performance support system and learning objects database; monitored staff performance, designed and implemented process improvement measures.
- Designed and conducted Internet-access training seminars for groups of up to 100 system users.

CERTIFICATION COURSES

- Business Case Development
- Information Mapping Methodology
- Delphi Knowledge Management Practitioner Certification
- TRIM records management implementation
- ONYX CRM analysis and configuration
- Rational University: Requirements Management with Use Cases
- Rational University: ClearQuest Design and Administration
- Microsoft SQL Server Administration, Windows 2000 Administration
- Interwoven content management training
- IT Infrastructure Library (ITIL) Certification in ITIL Foundation V2 and V3
- Classroom and online coursework leading to Certified Business Analyst Professional (CBAP through IIBA)
- iRise e-learning program leading to iRise certification

PROFESSIONAL AFFILIATIONS

- ASTD – American Society for Training and Development
  A leading professional association of workplace learning and performance improvement practitioners.
- ISPI – International Society for Performance Improvement
  An international community of practice for performance improvement (PI) practitioners. In 1990-91, also served as manuscript editor for the ISPI journal Performance Improvement Quarterly.
- NFRUG – North Florida Rational Users Group
- ITSMF – IT Service Management Forum
  Organization devoted to promotion of ITIL and ISO/IEC 20000 for Service Management excellence.
- IIBA – International Institute of Business Analysts
  A professional association for business analysts and the business analysis profession, offering the Business Analysis Body of Knowledge (BABOK) and Certified Business Analyst Professional (CBAP) certification.
- Catalyze Community –a community of practice for professionals who define business systems, design software applications, and create websites. Sponsored by iRise, with a focus on iRise practitioners.
- UPA – Usability Professionals' Association
  Supports usability specialists, people from all aspects of human-centered design, and the broad family of disciplines that create the user experience in promoting the design and development of usable products.

COMPETENT OR EXPERT IN THE FOLLOWING

- MS Office – Word, PowerPoint, Outlook, Excel, Access
- MS Visio (Visio Solutions, UML, BPMN)
- Altova XML Spy Suite (XML, XSD, XSL, XSLT)
- Macromedia Dreamweaver, ColdFusion (XHTML, CSS, CFML, WSDL)
- Macromedia Fireworks, Photoshop
- RoboHelp, IconAuthor, ToolBook, Authorware, Acrobat
- Electronic Document Management and Records Management Systems: Keyfile, Interleaf 5.1 (UNIX), PCDocs (Hummingbird), TRIM, Filenet Panagon
- Microsoft Project, Team Foundation Server, SharePoint
- Rational Unified Process and Rational Tivoli (expression of ITIL Service Management practice)
- IBM Rational Tools: Rational ClearQuest, Rational ClearCase, Rational Requisite Pro, Rational Rose, Rational Requirements Composer.
- iRise Studio (visualization design and development application, integrated with Rational Requirements Composer)