

Tracy Zeigler

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SKILLS

- ◆ Customer service
- ◆ Requirements Gathering
- ◆ SDLC (Waterfall/Agile)
- ◆ Analytical Skills
- ◆ Verbal Skills
- ◆ Written Skills
- ◆ Coaching/Mentoring
- ◆ Leadership/Management
- ◆ Project Management
- ◆ Hardware/software/peripheral support
- ◆ Proficient in MS Windows, MS Office Professional, SQL, 3270 Mainframe, and Lotus Notes
- ◆ Crystal Reports
- ◆ Database Relationships

EXPERIENCE

Morneau Shepell, Atlanta, GA

Sr. Implementation Analyst

April 2015 - Dec 2015

- ◆ Made changes to GUI/Web applications using proprietary system
- ◆ Used SQL to create reports/make changes
- ◆ Troubleshoot software applications
- ◆ Monitor the progress of the work by means of weekly meetings, daily scrums
- ◆ Prepare work status summaries on an established schedule and present them to internal and client management which accurately account for time and costs.
- ◆ Analysis of client plan documentation to clearly understand requirements and identify potential solution gaps
- ◆ Analysis and preparation of other client requirements documents for system interfaces, website access and security, enrollment tools, payroll, etc.
- ◆ Assist benefits administration team with process mapping, training and transition of services
- ◆ Provide maintenance and support services to existing clients and benefits administrative teams
- ◆ Assist with special projects and other tasks

Aon-Hewitt, Atlanta, GA

Systems Analyst

July 2013 - April 2015

- ◆ Manage projects from start to finish and make sure due dates of all phases are met
- ◆ Watch for project scope creep and devise a logical solution to keep it to a minimum
- ◆ Convert, update, and maintain client requirements according to comprehensive analysis specifications.
- ◆ Design, update, and deliver unit, integration, regression, and acceptance test plans.
- ◆ Coordinate with internal and external clients on implementing new changes
- ◆ Assist with the deployment (or migration) of new system updates into the production environment.
- ◆ Work with the Domain Manager and the Benefits Service Manager to clarify requirements.

- ◆ Provide service specific expertise for data, foundation, and systems analysis in the creation of analysis specifications and incorporate recommended updates to analysis based on review.
- ◆ Perform cloning activities based on analysis specifications and build strategy.
- ◆ Design test plans (unit, integration, regression, and acceptance) and incorporate recommended updates into test plans.
- ◆ Coach team members on configuration, testing, and defect management.
- ◆ Coach team members on technical and proprietary tools required to configure, test, debug, monitor, and report on system specifications.
- ◆ Review analysis and test plan documentation and evaluate the results of test execution.
- ◆ Coordinate the work of aligned setup analysts, monitor task completion, and communicate team schedule and status.
- ◆ Support production environment (defects and trends) and execute workflow and defect management.
- ◆ Create and maintain standard operating procedures.

Set-up Configuration Specialist

July 2010 - July 2013

- ◆ Create and review analysis documents from client requirements
- ◆ Configure client changes
- ◆ Create test plans for testing
- ◆ High level testing to ensure no major defects are in the code
- ◆ Execute test plan (including regression testing) by identifying/creating test participants and performing calculations for expected results
- ◆ Document defects when actual results do not meet expected results
- ◆ Research issues to determine if source of error is with the test data, test plan, or configuration
- ◆ Resolves issues with test cases or set-up and re-tests configuration
- ◆ Escalates issues as appropriate

TSYS, Columbus, GA

Business Analyst

Aug 08- Feb 2010

- ◆ Created technical design documents for programming by the Developer
- ◆ Created Stored Procedures, Tables structures, and Database Structures
- ◆ Liaised between Business Analyst and Developer
- ◆ Verified requirements requested for projects
- ◆ Monitored projects through the project life cycle
- ◆ Analyzed scope creep on projects
- ◆ Documented project per company protocol
- ◆ Conduct meetings with client, sponsors, stakeholders, and design team
- ◆ Provide updates to management and executive management

Synovus Financial, Columbus, GA

Helpdesk Analyst

Oct 2006- Aug 2008

- ◆ Assisted over 4000 end users with technical problems
- ◆ Supported bank applications
- ◆ Provided remote support to users and servers
- ◆ Provide support for computer peripherals (printers, I/O cards, monitors, etc.)
- ◆ Created/delete end users using LDAP protocol
- ◆ Maintained first call resolution
- ◆ On call rotation
- ◆ Installed new PC's and peripherals

AFLAC, Inc., Columbus, GA (Aug 02 -Oct 06)

Computer Operator – Internal IT Operations

Aug 2006- Oct 2006

- ♦ Maintained servers and confirmed job completion
- ♦ Maintained issue logs and back up servers
- ♦ Formatted platters and disks for use on the servers

Lead Specialist – Document Processing Team

Jan 2005- Aug 2006

- ♦ Trained and evaluated new specialist
- ♦ Interview/Hire new team members
- ♦ Maintained production records
- ♦ Implemented process improvements
- ♦ Prepared business presentations and proposals
- ♦ Facilitated team meetings and meetings with management
- ♦ Developed department training manuals
- ♦ Planned department budget
- ♦ Researched new equipment to help increase productivity

Customer Call Center – Payroll/Special Accounts

Aug 2002- Dec 2004

- ♦ Assisted policy holders, account holders, and agents with inquiries about their policies, accounts, claims status, and AFLAC procedures
- ♦ Assisted customers to complete claim forms and new business applications
- ♦ Coached new employees
- ♦ Researched issues for our clients via internal company systems
- ♦ Organized team functions and create team newspaper

EDUCATION

Columbus State University, Columbus, GA

**Bachelor of Business Administration with a concentration in Management Information Systems (MIS),
December 2009**

Columbus State University, Columbus, GA

Master of Applied Computer Science (Software Development, Modeling and Simulation) 2016- 2018