

Deborah L. Kaiser, CBAP

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Certified Business Analyst Professional

Skilled at business requirements elicitation, documentation and management, project management, and leadership to support customers and operational business units.. Areas of contribution are:

- Enterprise Business Analysis
- Product, Project & Resource Management
- Collaboration for Creation of the Business Case
- Business Needs Analysis, Feasibility Studies and Documentation
- Customer/Vendor Relations Management
- Training & Trouble-shooting
- 18 Years in the Insurance and Health Care Fields
- 12 years of Manufacturing-Related Experience
- 3 years in Corporate Travel Management

RELEVANT EXPERIENCE & ACCOMPLISHMENTS

Business Analysis/Project and Resource Management:

- Business Analyst responsible for Requirements Management on multi-million dollar projects for Travel Management.
- Direct Management of staff from 4 - 8, responsible for hiring, line-of-site development, coaching, counseling, performance evaluations, development of budgets and all duties related to resource management.
- Product-managed an order entry configurator software package for 9 years, taking it through 7 new development releases within budget and timeline requirements. This product is an add-on for MAPICS ERP systems.
- Leader in development of our company's SDLC process and designated editor for the final documentation.
- 20+ years experience in all areas of the Software Development Life Cycle:
- Functional and technical knowledge of MAPICS ERP Software, primarily in the areas of Order Entry, Configuration Software, Inventory Management, Product Data Management and Payroll - 9 years.
- Managed major projects including:
 - Order Entry configuration software interfaces to MAPICS.
 - New Order Entry Systems and Job Instructions Systems for a mailing company.
 - New system to track doctors' prescription information for claims.
 - Conversion to a new claim system for 1K separate block of business.
 - New Material Shipments and Material Destroy systems modules.
 - Sign-off system for work in progress using automated messaging with AS/400 message distribution lists.

Related Business Experience:

- Analyzed work flow procedures, created job descriptions and developed and monitored work performance standards.
- Created and analyzed monthly contract billing P&L's and other financial reports to ensure customer profitability.
- Created business proposals, marketing materials, and revised contracts. Coordinated the set-up of 8 national accounts on contract billing.
- Created employee and customer procedures manuals.
- Underwrote, issued and sold individual life insurance policies.
- Training Skills:
 - Developed customer and sales training manuals and other materials.
 - Trained customers, sales representatives and new employees. Received a performance rating of 4.5 out of a possible 5 for training of new sales representatives.
 - Instructor, LOMA I

Systems Environments, Software and Tools Experience:

- IBM AS/400 DB2 - 12 years
- AS/400 Query - 10 years, QMF for Windows - 2 years, QARun 2 years
- Microsoft Products, WORD, Excel, PowerPoint
- KBC Order Entry Configurator Product - 11 years
- LifePRO UL and VUL - 3 years
- Excel/LOTUS 123 - 14 years, Training in MS Excel 1, 2 & 3 (2005)
- MAPICS ERP Software - 9 years
- Vista ShowCase (SQL tool) - 2 years
- Engage (CRM) package -5 years
- Vantage Annuity Systems - 5 years

EMPLOYMENT HISTORY

BCD Travel Kansas City, MO

April, 2007 - Present

Senior Business Systems Analyst - Enterprise analysis, business analysis and requirements management for mission-critical projects, partnered with Project Managers in a global project services team.

Aegon/Transamerica Life Insurance Company Kansas City, MO

September, 2004 - April, 2007

Business Systems Analyst - New Products Implementation

Set up new products in LifePRO for UL and VUL and managed projects in UL and annuities arena.

TriMin Systems, Inc September, 1995 - July, 2004

Roseville, MN.

2001-July, 2004 - Technical Services Resource Manager --

1996-July, 2004 KBC Product Manager -- Technical Services Department

1995-1996 Systems Analyst - Technical Services Department

United Mailing, Inc. Chanhassen, MN.
1992-1995 Project Analyst - MIS Department

1991-1992 Operations Analyst - Medi Mart Operations
Red Line Health Care Golden Valley, MN.
Interfaced with management team to resolve systems and processing
problems after Medi Mart conversion to AS/400 system.

1986-1991 Customer Relations Manager/Contract Billing Manager
Red Line Health Care Golden Valley, MN.
Promoted to manage the customer relations and sales support area of new
Company venture. Instrumental in the expansion of the business from 1
million to 11 million in 5 years. Managed 2-5 employees.

1985-1986 Systems Specialist - Medi Mart Operations Department
Red Line Health Care Golden Valley, MN.
Served as liaison between outside software vendor, Systems and
Operations Departments in defining, testing and implementing systems,
and providing training and support.

1982-1985 Director of Annuity Service/Service Support
Ministers Life Insurance Company St. Louis Park, MN.
Initially supervised 2-3 employees in the Annuity Service Department in
the issue and service of IRA's and TDA's. Responsibilities were later
expanded to include supervision of Service Support staff. Supervised 8
employees.

1981-1982 Customer Service Coordinator
Ministers Life Insurance Company St. Louis Park, MN.
Trained new employees on the basics of life and health insurance and
annuities. Coordinated compliance with state and federal law.

1979-1981 Senior Technician - Issue Department
ITT Life Insurance Company St. Louis Park, MN.
Issued and underwrote life insurance policies.

1969-1979 Group Insurance Department
Prudential Insurance Company St. Louis Park, MN.
Continually expanding responsibilities in the Group Insurance
Department from Audit Clerk, Master Records Technician /Assistant
Supervisor to Senior Group Issue Reviewer. I then left the home office
and spent 1-1/2 years as a Sales Agent.

EDUCATION/TRAINING

Certified Business Analyst Professional (Certificate 2009)
Certified Fellow of Life Office Management Institute (FLMI)
(LOMA- completed 1984 with Distinction)
Systems Analysis - Hennepin Technical College (1992)
Client/Server - Hennepin Technical College (1995)
AMA Management Principles
Case Tools Theory - Hennepin Technical College (1993)
Zenger-Miller Supervisory Training
CLU Group and Social Insurance