

James Bielefeldt, PMP

mail@jamesbielefeldt.com | 314 623-1151

Senior business analyst with project management experience and technical background.

Outstanding communicator. Rapid learner. Adaptable professional.

Skills Summary

Fifteen years of IT experience from projects in healthcare, pharmaceutical, financial, insurance, consumer products, manufacturing, real estate, hospitality, marketing and Internet start-up sectors.

Competencies:

Functional and technical requirement documentation, stakeholder relationship building, business process and data modeling, gap analysis, user stories, use cases, UI wireframing, quality assurance, user training, project planning, cost and resource estimating, budget and schedule management, team leadership, user-centered design, e-commerce, digital content management, application architecture and design, data modeling, web services, Agile and waterfall methodologies

Tools and Technologies:

Visio, Excel, Word, Rally, Jira, MS Project, SQL Developer, SQL, XML/XSLT, JavaScript, HTML, CSS, ASP.NET (C#), PHP

Experience

Panera Bread, Business Analyst, 06/2016 – 03/2018

Business analyst contractor responsible for documenting current and future-state process maps, writing user stories and related systems documentation in an Agile environment for in the support center servicing 2000+ bakery cafes nationwide.

- Master Data Management Team
 - SME on use of master data management tool providing stakeholder support and training
 - Business requirements for system enhancements resulting from process improvements
- Data Stewardship Team
 - Primary liaison with business stakeholders for recipe tests requiring menu data support
 - Café menu change request coordination
 - Menu defect resolution

Blackhawk Engagement Solutions, Senior Business Analyst/Project Manager, 08/2014 – 03/2016

Senior business analyst contractor responsible for writing user stories and related systems documentation in an Agile development team supporting prepaid credit card applications for internal and external users.

- PM responsible for iteration planning, dev and QA oversight and release management.
- BA on team supporting Enterprise CardLab application. Primary liaison between, business owners, offshore development and onshore engineering teams.
- BA on major initiative to build MyInteliSpend.com, the primary B2B ecommerce and client service portal. Interviewed stakeholders to capture business processes and rules that determined system requirements.

James Bielefeldt, PMP

mail@jamesbielefeldt.com | 314 623-1151

Express Scripts, Business Analyst III, Team Leader, 09/2012 – 06/2014

Senior business analyst contractor (via Daugherty Business Solutions) responsible for requirements elicitation and documentation for patient service systems integration as the result of Medco acquisition by ESI.

- Authored FDA and DoD compliant, detailed requirements documentation for the member website, IVR phone system, call center application systems integrations by documenting business processes for prescription ordering and claim processing, and conducting gap analysis.
- Team leader providing leadership for Daugherty Business Solutions consultants on site.

Monsanto, Business Analyst II/Project Manager, 10/2011 – 09/2012

Senior business analyst contractor responsible for requirements elicitation and documentation for Technology Pipeline Solutions division.

- BA on custom on-boarding application utilizing IBM BPM software to create approval workflows for system access.
- PM and BA on custom development project to convert Oracle BPM to IBM BPM software responsible for project oversight and reporting, and producing test-driven requirements documentation.

Dovetail, Digital Program Manager, 02/2007–10/2011

Manager of all interactive projects for advertising agency: client relationship stewardship; proposal writing; estimating; cost, time and schedule management; project planning; requirements documentation; team leadership; development oversight; status reporting; quality assurance; delivery and closure.

- Three \$1M+ public-facing, website projects for SSM Healthcare, Missouri Baptist Medical Center and Maryville University with enterprise content management systems.
- Six B2C e-commerce website projects in health and wellness, apparel, office supplies and auto parts. Responsibilities included product catalog data creation, payment processing and shipping provider API integration.
- HealthConnect.com project: a \$1M+ web-based, patient health-management portal for Centric Health Resources with health-assessments, online learning, patient and physician forums and social media.
- NuYu.com fitness website project with membership, assessment tools, social media and pay-per-click ad campaigns.
- Commercial real estate website projects with robust property search and company extranet.

Education & Certifications

- **Southern Illinois University**, B.A. Cinema and Photography
- **Project Management Institute**, Project Management Professional (PMP)
- **Microsoft**, Certified Solutions Developer

Additional experience and references available upon request.