**David Bekkerus**

 Business Analyst / Scrum Master

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**SUMMARY**

David is a Sr. Business Analyst with over 25 years of extensive experience in the software industry, having performed as a BA/Product Owner/Scrum Master for 10 years, and 15 years as a Senior Java developer. A jack of all trades and open to leading a team or being placed in a role where deep technical expertise is required.

**TECHNICAL SKILLS**

**Languages**: *Java (EJB, J2EE, JCE, JDBC, JCA, Servlets, JSP, JSF, Grails), Swift, HSQL, SQL, XML, HTML, JavaScript, CSS, Delphi (3-8), VB5, Shell Script, Microfocus COBOL, Regex*

**Libraries/Frameworks***: Spring, Grails, Struts, Apache commons, Apache MyFaces, RichFaces, JBoss Seam, Hibernate, Tapestry, IText, Facelets, JUnit,*

**Databases***: Oracle, DB2, SQL Server, MySQL, Interbase, Paradox, MS Access, HSQLDB*

**Tools***: Azure Dev Ops, Atlassian (Jira, Confluence, ServiceDesk), Aha, Zendesk, Microsoft Dynamics CRM, Visio, MS Office, Ant, Ivy, DBUnit, Hudson, Rational Rose, Clear Case, Subversion/CVS (version control), Surround, Toad, Fortify (security scanner)*

**IDEs:** *Eclipse, IntelliJ, XCode, Android Studio 22.1, JDeveloper, Capture (pseudo code tool)*

**WORK EXPERIENCE**

**Company: Wall Family Enterprise (Robert Half consulting) July 2023 – June 28, 2024**

**(Last project)**

**Client: Wall Family Enterprise (**Hatch, Gaylord and Demco)
**Project Duration** (started July 2023

**Role:** Business Process Analyst

**Responsibilities**: 1) Create business process dataflow diagrams 2) Create business requirements

**Background info:** The project involves standardizing the software used between three companies. My role on the team is to design diagrams that show the integrations points between applications. The integrations involve custom homegrown ERP’s, HubSpot, Salesforce, MDM, CDP, MS Business Central, Zendesk and several others. These diagrams can highlight pain points and/or prevent gaps in the integrations. Additionally, I am being asked to help write requirements and ensure that the flow between applications is correct. New software items frequently are added through the implementation, so the project is dynamically evolving from week to week.

My last project at WFE, was working on business processes for human resources dept, creating onboarding and off boarding diagrams. I was also helping in writing the requirements for future software acquisition, but the project was suspended, and my contract ended as they paused the project.

**Company: Cognizant Soft Vision (formerly Magenic) May 2020 – June 2023 Total**

**(Sixth Project – last)**

**Client:** Claims processing – TriZetto Robotic Process Automation
**Project Duration** (started 04-23 – 06-23)

**Role:** Business Analyst

**Responsibilities**: 1) Robot refinement 2) Review client criteria

**Background info:** My role was as a Business Analyst to get requirements for automation “robots”. The software this project works with software called TriZetto Facets® and QNXT™ These platforms offer fully customizable processes to transform manual tasks with a scalable, reliable automated solution. I wrote these requirements using pseudo code in a tool called Capture and then reviewed them with the client and handed them off to the developer team for coding and testing and implementation.

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**(Fifth Project)**

**Client:** Pharma / Health care – Telus Health Virtual Pharmacy
**Project Duration** (started 02-13-2023 - ended 3/31/2023)

**Role:** Business Analyst

**Responsibilities**: 1) Story refinement 2) Acceptance Criteria

**Background info:** Business Analyst for an Agile team of 15. We were implementing a responsive UI experience for a new large (800 pharmacies) client (PharmaSave) using an existing mobile and web application. The project involved customization of this application and adding new features for a guest experience. Existing customers can use the new features too but my project was focused on delivering work for the single client. My work involved writing acceptance criteria for stories, designing flow diagrams, understanding flows between screen, and capturing all the scenarios in our stories to ensure we built an easily operable application. The tech stack involved ASP.NET Core MVC 3.1 running in Linux containers, Bootstrap for CSS, minimal JavaScript with some JQuery, Responsive website, hosted in **AWS**. Stories were using Jira and Confluence. I wrote stories that ranged from API calls in the application in **AWS**, to GUI experiences on the mobile devices.

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**(Fourth project)**

**Client:** Financial / Insurance **-** Verisk
**Project Duration** (09-07-2022 – 12-30-2022)

**Role:** Business Analyst

**Responsibilities**: 1) Led refinement 2) Led Stand-ups 3) Developed Acceptance Criteria

**Background info:** Business Analyst for a team 6. We built a design for a new application to replace a legacy app that provides a risk assessment report. The new responsive website was replacing file I/O and FTP servers to write and publish these reports.

We built a .NET web-based design. I worked with the UX and Arch to design the UI using Figma. Developed in-depth stories to capture all the user flows through the web pages. We Used Jira for stories, and Confluence for Visio-like diagrams aka Gliffy. This was also an Agile-type project, but it was in preliminary proposal / discovery stage of work. We had to explore their tech stack and see what was possible to build before ramping up a full project. The project involved a variety of requirements, some utilized API calls to **AWS** load data into the user interface. The legacy system was migrating data away from an access DB, excel forms, email data and ftp data intake to utilized web service calls and an online cloud solution to handle the data storage, and report generation, and bulk notifications for some 2000 clients.

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**(Third project)**

**Industry:** HVAC technology – Trane
**Project Duration** (04-18-2022 – 09-01-22)

**Role: Sr.** Business Analyst

**Responsibilities**: 1) Storytelling & Story refinement 2) Developed Acceptance Criteria

**Background info:** Business Analyst for a team of 15 (Devs/QA/UX). I created and refined the backlog for an HVAC vendor application. The app is a .Net Software/Azure cloud Responsive website that allows users to design HVAC solutions, purchase products, and export designs. It has a lot of complex drawing elements. Interacted with PO/UX to design stories and user experience. Used Jira for stories. Agile team of 10, had PO, Scrum master, Devs and QA. The system had many data related API calls, and it was hosted in Azure and requirements to show how the app would generate design documents for the HVAC system the customer was building. These calls generate pdfs.

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**(Second project)**

**Industry:** Mining technology – Austin Powder
**Project Duration** (01-24-022 – 04-01-2022)

**Role:** Scrum master **/** Business Analyst

**Responsibilities**: 1) Resources management 2) Developed project plans 3) Storytelling 4) Story refinement 5) Acceptance Criteria 6) Retros 7) Daily stand ups 8) Exec reviews

**Background info:** Austin Powder was a blasting/mining company, and the project was building a replacement to legacy application using Microsoft MAUI. I was responsible for managing the project deliverables as the PM/scrum master and working with PO and UX team to design user experience and write requirements to capture what the business wanted. Very complex UI needed to work for mobile IOS Android, windows desktop online and offline. Used Azure DevOps for stories. The project had many API related elements hosted in Azure as well as UI web/mobile stories and requirements. This was an agile project, and all the typical ceremonies and work practices were used. We had 3-week sprints.

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**(First project)**

**Industry:** Medical Industry – Beckman Coulter
**Project Duration** (09-01-2020 – 12-09-2021)

**Role:** Sr. Business Analyst

**Responsibilities**: 1) Story refinement 2) Acceptance Criteria 3) UX Design Sessions

**Background info**: This was a standalone .Net, UI driven application for medical / Immunoassay analyzers. Meetings revolved around UX driven features and enhancements. Involved complex rules on how to set up testing scenarios for a given set of blood/urine samples. Worked with PO/ Devs/ UX people to deliver expected Acceptance Criteria/Stories on daily basis. Used Azure for hosting API calls were put in Azure and MS-DevOps for stories. This was a 3 scrum teams, we did daily standups, grooming sessions, storytelling, estimation using poker, and retrospectives; used the full agile style project set of ceremonies.

**Company: Trellance (formerly OnApproach started with Robert Half) Jan 2019 – Sept 2020**

**Industry: Financial / credit union domain**

**Role:** Scrum master **/** Business Analyst

**Responsibilities**: 1) Resources management, 2) project plans, 3) Admin of Jira/Confluence

**Background info:** Project involved converting the team to use Jira/Confluence as story source and acting as the administrator for the site. Atlassian admin work consisted of add-on management and handing updates, viewing billing data and sharing with finance team, admin of users, configuring permissions on confluence pages, integration with Zendesk and aha, bitbucket, tempo and other external web-apps.

I was also a BA and writing requirements for a team of 10, heavily interact with Devs, QAs, and POs to extract requirements. Many projects involved using API**,** Azure cloud. Sometimes the requirements connected to databases directly, so writing SQL to test if expected business logic showed what the customer wanted in reports was needed. The software interacted with 6 different credit union (core) software systems to extract data and generate reports. This was an agile team. I was helping teach agile approaches as the process was new to the company.

**Company: Wells Fargo (with DiSYS consulting firm) July 2018 - Sept 2018**

**Industry: Financial / credit union domain**

**Role:** Remediation manager

**Responsibilities**: 1) I drafted financial impacts docs, 2) documenting corrective data calculations

**Background info:** Was in charge of remediate high-profile problems related to credit cards. The team was filling in while the C2C (Center for Excellence) team ramps up on staff. The main objective of my work was to document the remediation process for 6-12 projects which involved: 1) documenting the impacted population, 2) determining financial impacts 3) documenting corrective data calculations 4) writing execution documentation.

**Company: Cliq Studios (formerly Wayzata Home Products) Oct 2017 – April 2018**

**Industry: Manufacturing DIY custom cabinet design**
**Role:** PO**/** Scrum master **/** Business Analyst

**Responsibilities**: 1) Resources management 2) project plans 3) storytelling sessions 4) story refinement 5) Acceptance Criteria 6) Retros

**Background info:**  Product owner in charge of the Microsoft CRM product, I also acted as the PM, BA, QA tester in charge of enhancing their sales using Microsoft Dynamics CRM.  This role meant doing multiple types of tasks every day such as project planning, writing tests, creating tasks/specs for the developers.  Performed R&D for add-ons apps. I also wrote code in the CRM building new pages, SQL to move data between Redgate and their SQL Server DB and implementing business rules and worked with the offshore dev team to design new pages and UX experiences. We used Jira and confluence heavily for stories and documentation needs.

**Company: Wells Fargo (with TEK Systems) Nov 2016 – Oct 2017**

**Industry: Financial / Credit Union domain**

**Role:** Business Analyst **/** Policy management analyst

**Responsibilities**: 1) Drafted project plans 2) Wrote business requirement docs, 3) designed high-level process diagrams and 4) context diagrams

**Background info:** I joined the Information Security Engagement and Delivery team to help re-engage stagnated high-priority projects. The goal of the group is to help make the applications at Wells Fargo comply with their policies. There are thousands of policies and just as many control solutions (programs/processes that mitigate problems), which apply to tens of thousands of applications. There are many programs that partially adhere to these policies; however, policies change quarterly, which then requires a full review of their impact.

**Company: Catholic Charities (direct hire) Nov 2015 – Nov 2016**

**Industry: Non-Profit Charity**

**Role:** Business Analyst

**Responsibilities**: 1) Drafted project plans 2) business requirement docs, 3) designing high-level process diagrams, and 4) context diagrams5)Setup and install Atlassian i.e. Jira / confluence

**Background info:** As their Technical Business Analyst I was involved in investigating software problems and finding ways to alleviate their technical debt. I set up and installed Atlassian suite of products: Jira, Confluence, Crowd, and Service Desk. I was the admin of the site and trained users how to use the tools and then support it when I rolled off my contract. I also wrote a few java apps to perform data migration and cleanup to help with streamlining reporting needs.

**Company: Peace Corps (direct hire) Jan 2014 – Sept 2015**

**Industry: Non-Profit Charity**

**Role:** Teacher and IT support Project at a college

**Responsibilities**: 1) Technology teacher 2) Supported computer lab 3) Taught teachers to support system when I left.

**Background info:** As a Information technology volunteer, primarily teaching computer technology assignments at College de Luganville. I performed hardware repair on their computer lab equipment. I was a teacher at a local school, helping also educate the teachers basic computer administration so they would support their hardware and software when my time there ended. I also obtained funds and resources to enhance their school is extremely challenging, in light of these hardships I was still able to:

1. Increase the lab from 2 computers to 15 (from spare parts)
2. Setup server 2012 Windows Server R2
3. Constructed whiteboards, installed air condition cleaned up the computer lab.
4. Taught my counterparts Server Management, and primary computer repairs.
5. Installed Student Information System (SIS) Alma
6. Developed a college website using Wix.com

**Company: BI-Worldwide (with MN Consulting Solutions) April 2013 – Oct 2013**

**Industry: Incentives program**

**Role:** Technical Analyst

**Responsibilities**: 1) I drafted project plans, 2) business requirement docs, 3) designing high-level process diagrams, and 4) context diagrams

**Background info:** As the Technical Analyst / Project Manager I wrote requirements and managed the software developers. With the team we resolved 75 legacy problem tickets in their inventory tracker in less than 6 months. I helped design architectural fixes to constant in-flight problems most centered on scalability of the product. Software was an incentives programs to encourage work performance based on goals being met by employees and to reward them with gift items. Code was mostly inside Oracle, oracle forms, API calls PL-SQL, and stored procedures.

**Company: Best Buy (with Tech Pro Inc) April 2012 – April 2013**

**Industry: E-commerce**

**Role:** Technical Analyst

**Responsibilities**: 1) I drafted project plans, 2) business requirement docs, 3) designing high-level process diagrams, and 4) context diagrams

**Background info:** As the Technical Analyst I wrote requirements, acceptance criteria and three high profile projects. One of my projects was called “Direct to Customers” which was designed to prevent the unintended overselling of products to online customers. Another project was called “Deals Near Me” which added the ability to sell clearance and open box items. This allowed customers to buy open box items online, these items once were only sold via store visits. Lastly, I worked on the “Shipping Billing” project which expedited the checkout process. Every time you reduce time and clicks of a customer to purchase item(s), the result is massive revenue generation. This was an agile environment. The code used Java, **API’s** restful web services, and internal server farms for hosting the application.

**Company: Wells Fargo (with TEK Systems) Jan 2011 – Dec 2011**

**Industry:** Banking Industry

**Role:** Security Engineer

**Responsibilities**: 1) Reviewed code 2) Wrote remediation requirements docs, 3) designing high-level process diagrams, and 4) context diagrams

**Background info:** As a security reviewer, I worked with a team of software security experts to review application code and find vulnerabilities in J2EE applications. I helped prevent unsafe practices commonly wrote up by (OWASP) and I wrote documentation detailing weaknesses found in code.

**Company: Wells Fargo (with Ajasa Technology Solutions Inc. / dissolved) Sept 2009 – Mar 2010**

**Industry:** Banking Industry

**Role:** Business Analyst

**Responsibilities**: 1) I drafted project plans, 2) business requirement docs, 3) designing high-level process diagrams, and 4) context diagrams

**Background info:** my primary objective was to write use cases for the rewrite of the SIS (Search-Images-Stops) application. Some aspects of the application were inconsistent with business expectations. Cleaning up deviations in addition to adding new functionality was the central goal of the project. The main use cases documented: item details, deposits, and drill-downs. All of which used web services. The job involved reading a lot of legacy code to extract rules and talking to business experts to apply their knowledge to the use cases. I was the point person in explaining rules to both developers and QA.

**Company: Object Partners (Direct Hire) Mar 2009 – Aug 2009**

**Industry:** Consulting Industry

**Role:** Senior Developer

**Responsibilities**: 1) Wrote code 2) Wrote requirements docs for team, 3) designing high-level process diagrams, and 4) context diagrams

**Background info:** As a full-time programmer/analyst at OPI, I worked on three projects, 1) GE Fleet – Alerts (Spring), 2) OPI Hermes Messaging project (Grails), and 3) The Department of Health, Asthma Action Plan Application.

**Company: Wells Fargo (Perm) Feb 2006 – Mar 2009**

**Industry:** Banking Industry

**Role:** Senior Programmer Analyst

**Responsibilities**: 1) Wrote code 2) Wrote requirements docs for team, 3) designing high-level process diagrams, and 4) context diagrams

**Background info:** As a senior/lead developer in the Trust Operations department, I had worked on reporting applications for both internal and external users. They showed 401K financial reports. The main apps I worked to improve an application called Plan Progress Reports (PPR - Struts), and PMR Plan Management Reports (JSF app). Additionally, I supported the Payroll Manager Import (Core Java), Funding (Struts), and all six of its dependent sub-applications (Core Java), and the Atlas Administrator (Tapestry). As a lead, I coordinated/delegated tasks with the team members, I led technical reviews on projects, exploration frameworks, helped in interviews and hiring decisions and was the resource for training in new team members. Lastly, I worked with architects on technical designs.

**Company: Previsor (formerly ePredix now known as shl.com - perm) Jan 2004 – Feb 2006**

**Industry:** E-commerce

**Role:** Senior Programmer Analyst

**Responsibilities**: 1) Wrote code 2) Wrote requirements docs for team, 3) designing high-level process diagrams, and 4) context diagrams

**Background info:** At Previsor, formerly ePredix, I worked on the online human resource software that used psychological tests for evaluating candidates for specific jobs at fortune 500 companies. The software was a Servlet-based application and made use of several open-source frameworks. Developer’s practiced agile development techniques such as, extreme programming, pair programming, story champions, short iterations, group design, and breaking stories up into task cards for development. ePredix and Qwiz merged forming Previsor and the company returned the group to a more conventional coding environment using single-person tasks and the waterfall project methodology.

**Company: Accenture Jan 2003 – Jan 2004**

**Industry:** Consulting

**Role:** Senior Programmer Analyst

**Responsibilities**: 1) Wrote code 2) Wrote requirements docs for team, 3) designing high-level process diagrams, and 4) context diagrams

**Background info:** I was a java contractor assigned to Retek through Accenture. I worked on the Retek Point of Sales System (RPOS) implementation for Bombay Companies. It is written in Java using swing with a custom framework called Chelsea. The problems ranged from security, redesign of screens, soliciting information within the payment section, check franking and MICR of checks, gift certificates, and altering receipts. I was flying back and forth from Houston and Minneapolis and while working on the project.

**Company: ePredix (with ESP.com) Jul 2002 – Dec 2002**

**Industry:** E-commerce

**Role:** Senior Programmer Analyst

**Responsibilities**: 1) Wrote code 2) Wrote requirements docs for team, 3) designing high-level process diagrams, and 4) context diagrams

**Background info:** At ePredix, I was employed as an independent contractor to internationalize a product called Disk Score. It was a stand-alone program used for the evaluation of applicants for specific jobs. These assessments are psychologically based versus the more common type of skill-based tests. The tests are a collection of responses to a series of questions presented within the user interface of the program. The interviewer later has a report that shows how well the applicant fits their criteria as an employee. I reworked this code so that it now allows for assessments to be taken in Spanish, French, and German. This project also required code cleanup for improving performance, updating the look and feel of the user interface, and resolving old bugs that caused in rare situations data corruption.

**Company: Digital River (with LR Data, Inc. / Symbiant Technologies) Jan 2002 – Jul 2002**

**Industry:** E-commerce

**Role:** Programmer Analyst

##### Employer: DAVID HUTCHINSON / dh@infdynamics.com

**Responsibilities**: 1) Wrote code 2) Wrote requirements docs for team, 3) designing high-level process diagrams, and 4) context diagrams

**Background info:** At Digital River, I was a contractor, tasked to build the contract costing application and customize an accounting software product called ‘Navision’ for Digital River. Digital River is a website hosting service that charges clients a small margin of the sales from their clients as payment for their service. The software we wrote was used to generate bills for clients of DR, based on the contract parameters entered into the costing application. The contract rules were very complex, used a tiered structure on sales, others used a simple percentage of the sale while others had discounts on certain packages. With all the variations of a contract, the application had to be written flexible enough for users to create hundreds of variations while enforcing all the rules. The interface was swing, and the costing engine was written in PL-SQL.

**Company:** General Equipment Leasing Corporation **(Gelco** - **now Concur Technologies 2007)**

**Jan 2001- Jul 2001**

**Industry:** E-commerce

**Role:** Programmer Analyst

**Responsibilities**: 1) Wrote code 2) Wrote requirements docs for team, 3) designing high-level process diagrams, and 4) context diagrams

**Background info:** At Gelco, I was a member of the production team for the Expense group. My main project was to reduce the time needed to resolve errors with expense reports. This was due to a system design flaw by an outside vendor. Data correction was a manual process that I automated with java.

**Company: International Decision Systems Feb 2000 - Jan 2001**

**Industry:** E-commerce

**Role:** Programmer Analyst

**Responsibilities**: 1) Wrote code 2) Wrote requirements docs for team, 3) designing high-level process diagrams, and 4) context diagrams

**Background info:** At IDS, I worked in the PC Software Development group and developed products for leasing companies. Lease Enterprise was the primary program of our group, built with Delphi5 and Interbase5.5, and SQL. Worked using Delphi 5 to build leasing application modules. Rewrote SQL statements in their Interbase DB to improve performance.

**Company: St. Paul Police Department Feb 1999 - Jan 2000**

**Industry:** Government

**Role:** Programmer Analyst

**Responsibilities**: 1) Wrote code 2) Wrote requirements docs for team, 3) designing high-level process diagrams, and 4) context diagrams

**Background info:** At SPPD, I Worked in the software development department writing Y2K replacement programs for several legacy COBOL applications. I worked with a variety of jobs, from software development to hardware support and network-building/support. Coded in Delphi, 3, 4, and 5 to create NAO and Reserve program applications. Learned SQL for Oracle, Paradox, and OO techniques. Gained experience in migration of COBOL to Delphi apps. Wrote crystal reports and used Delphi’s report builder tool.

**EDUCATION AND TRAINING (CERTIFICATIONS)**

* University of St Thomas: English BA - Writing Influence 2012
* NEI College of Technology: Associate of Science Degree Information Management Systems 1998
* Minneapolis Community College: Associate of Arts Degree 1994