Malta, NY 12020 • (518-496-6166) • [jmgage.consulting@gmail.com](mailto:jmgage.consulting@gmail.com)

# Business Analyst Consultant – Career Summary

Innovative problem solver with a successful track record of applying strategic planning, analysis, process improvement, project management, and change management to deliver effective, secure solutions across diverse business areas. Extensive organizational development and human capital management experience. Performance consistently recognize as best in class for productivity improvements.

# Qualification Highlights

* Business Analysis – Across diverse industries
* Process Improvement – Certified Lean/Six Sigma Black Belt
* Project Management – PMBoK methods
* Change Management – ProSci certified
* Organizational Development – Team development and facilitation
* Human Capital Management – Recruit, manage, develop resources
* Healthcare Analysis – Medicaid experience
* Business Metrics – Analysis and development of key performance indicators
* Leadership and Facilitation Skills – Problem resolution
* Coaching – International Coach Federation Certification

# Selected Accomplishments

## Business and Process Analyst

* + Authored enterprise wide strategic plans and business case recommendations across diverse technical, operational and human resource business areas
  + Standardized business processes to implement applications providing a single source of information and a 30 man-years productivity savings
  + Analyzed data models, systems, processes and business requirements to recommended data integrity and reporting improvements
  + Performed gap assessments to create software and infrastructure Requests for Proposals (RFP) and negotiated contract placement ($100K - 5M)
  + Implemented a Project Management Office for the Navy Nuclear Propulsion Program (NNPP) training facility
  + Established NNPP access control model and delivered applications adhering to strict security and data governance requirements
  + Presented the facility management strategy and implementation status to the Four Star Admiral of the Nuclear Navy
  + Created facility planning strategies, processes and technology to effectively manage $15M budget resulting in 3 man-years productivity savings
  + Delivered the NNPP Intranet on schedule and 30% under budget
  + Implemented Siebel in several New York State agencies
  + Established asset management program to ensure compliance with licensing requirements
  + Delivered an in-house developed application achieving over $1M in licensing cost savings through an 8 man-month investment
  + Developed analytics to establish key performance indicators (KPI)

## Organizational Development and Human Capital Management

* + Performed forecasting, recruiting, hiring, onboarding and managing employees
  + Established company-wide organizational charts, position levels and descriptions
  + Instituted software engineering methodologies incorporating the capability maturity model
  + Organizational development lead for business expansion incorporating best practices
  + Chairperson for monthly site manager meeting forums

# Professional Experience

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| **JM Gage Consulting – Malta, NY**  President | 2018 - present |
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| **Total Quality Associates – Albany, NY**  Business Process Manager | 2013 – 2017 |
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| **Knolls Atomic Power Laboratory, Schenectady, NY**  Manager – Site Facilities Planning | 2008 - 2013 |
| Manager – Enterprise Applications | 1993 - 2008 |
| Lead Oracle Database Administrator / System Programmer | 1990 - 1995 |
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| **Forth & Associates - Schenectady, NY**  Project Leader, Analyst Programmer | 1988 - 1990 |
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| **IT Consultant - Bennington, VT** | 1983– 1988 |
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| **General Electric - Research and Development Center, Schenectady, NY**  *Software Technology Program –* Software Development Lifecycle (SDLC) | 1981 – 1983 |

# Education

BS Purdue University, West Lafayette, Indiana – GPA 5.95/6.0

Graduated with Distinction completing Degree requirements in 3 ½ years

Continuing Education toward MS in Computer Science

Union College, Schenectady, New York

SUNY at Albany, Albany, New York

# Awards and Certifications

Lockheed Martin Full Spectrum Leadership Award

Knolls Atomic Power Laboratory Leadership Recognition Awards

Women In Nuclear (WIN) Recognition

Lean/Six Sigma Black Belt (Lockheed Martin - highest final examination grade)

ProSci Change Management Certification

ARIS Business Process Modeling

International Coach Federation Certification – American Life Coach Academy