

Billy Joe Dolce II

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CAREER OBJECTIVE

Partner with business and information technology (IT) organizations working together to maximize IT investment in support of business process. Utilize my extensive experience as a business systems analyst in a manner that provides immediate results to the business. Participation with an IT team that is committed to exceeding business expectations related to quality and total cost of ownership (TCO).

PROFESSIONAL EXPERIENCE

EnCana USA Feb 2008 - Feb 2009

Project Management, Systems Analyst

370 17th Street, Suite 1700

Denver, CO 80202

- Completed an application study and gap analysis for core Drilling & Completions solution. Used Unified Modeling Language (UML) to document the existing business models based on interviews with business experts. Analysis packaged and presented to steering committee and executive levels.
- Completed vendor evaluations to include creation of executive summary. Additional activities included creation and scoring of request for proposal (RFP), scheduling and scoring vendor demonstrations, completing reference checks and presentation and recommendation to the steering committee.
- Completed the business case for application replacement to include tangible and intangible benefits, implementation and 6 year TCO, and cost/benefit models.

Suncor Energy Jan 2007- Sep 2007

Business Advisor

7800 E. Orchard Road, Suite 300

Greenwood Village, CO 80111

- Developed and maintained a productive relationships between the Business Units (BU) and IT.
- Facilitated business analysis sessions using Joint Application Development (JAD) and UML approach to deliver required process documentation in a timely manner to the project.
- Worked with business advisors at an enterprise level to ensure IT solutions considered included input from all sites across the enterprise and gained approval from appropriate governance boards.
- Interpreted and communicated IT strategies, policies and activities to the BU, and inversely communicated the BU needs to IT.
- Steward of the IT demand management within Suncor Energy US; integrated work with downstream resources in Sarnia, upstream at Ft. McMurray and corporate resources in Calgary.
- Chartered and managed \$3 million in Capital projects development, monitored adherence to the IT budget. Used cost transparency to facilitate efficient IT cost management and communicate business accountability for project ownership.
- Worked with the business, canceled or deferred \$800 thousand worth of projects in 2007 to regain a balance in meeting business demand and IT supply of resource.

Home Buyers Warranty Feb 2005 - Nov 2006

Project Management, Systems Analyst, Internal Auditor

2675 S. Abilene Street

Aurora, CO 80014

- Delivered business analysis documentation used to consolidate Atlanta claims management and underwriting services into the corporate shared services infrastructure in Denver.
- Facilitated vendor selection process in support of claims management application retirement.
- Managed and implemented right fit methodology (RFM) to support the organization's need for systems development lifecycle (SDLC) discipline.
- Provided business analysis and developed new network directory, re-structure, file/folder naming conventions, migration strategy and training.
- Implemented control objectives for information and related technology (COBIT®) driven risk management strategy supporting the Sarbanes-Oxley initiative.
- Prepared 2 client sites for Sarbanes-Oxley audit conducted by Pricewaterhouse Coopers.
- Initiation and discovery related to an enterprise resource planning (ERP) solution to meet the growing business needs.

Boston Market Support Center 2002 - 2005

14103 Denver West Parkway
Golden, CO 80401

Systems Analyst, Project Management

- Introduced the organization to the Unified Process, and continued to assist moving IT to standardization through the use of a template driven repeatable “right size” process.
- Implemented business requirements specification and use case methodology as the standard for the Analysis phase of the SDLC.
- Analyzed all aspects of the food service industry; accounting, marketing, customer management, real estate and construction, store operations, property management, supply chain management, product data management, human resources, etc.
- Provided project management of web solutions that affected 670+ stores nationwide.
- Completed analysis for an in-house online order tool with the newly emerging Catering line of business. The solution was integrated with Salesforce.com, and supported \$1.9 million in sales for Catering in the 2nd year of national deployment. The cost of the project was less than \$10 thousand and 30 days to the organization.

Gateway Computer 2000 - 2002

3840 S. Wadsworth Blvd.
Lakewood, CO 80123

IT System Analyst

- Analyzed finance and manufacturing business operations in the Asia Pacific and Japanese market.
- Overcame language issues by using UML and use case driven approach.
- Managed JAD sessions to capture business requirements for Siebel module configurations.
- Provided analysis artifacts required in Gateway’s software development process.
- Negotiated of meetings between business and IT for the purpose of capturing requirements that supported trace ability from planning through deployment.
- Managed business and systems analysis for ERP level Financials and Customer Relationship Management (CRM) systems for example; Siebel, JD Edwards, PeopleSoft, Novell Directory Services (NDS), and many internally developed applications distributed worldwide.
- Supported systems analysis for TIBCO messaging technologies, used to implement industry integration standards such as Electronic Data Interchange (EDI), and Open Applications Group Integration Specification (OAGIS).

One Corporation (Subsidiary Great West Life) 1999 - 2000

8505 E. Orchard Rd.
Englewood, CO 80111

HEDIS Analyst

- Provided analysis of data sets for reporting Healthcare Effectiveness Data and Information Set (HEDIS) measures. Measures included Effectiveness of Care, Use of Services, Cost of Care, etc.
- Involved with the process of helping the individual state plans become National Committee for Quality Assurance (NCQA) accredited.
- Teamed with clinical staff evaluating disease management programs in asthma, diabetes, men’s health, and breast cancer. Data mining for cardiac as the next potential management program.
- Design/maintained corporate Quality Management web presence using Microsoft FrontPage98. Published documents to the web from Word, excel and fully interactive Access databases.

PacifiCare of Colorado (Comprecare, TakeCare, FHP) 1992-1999

6455 S. Yosemite St.
Englewood, CO 80111

Business Analyst II, Trainer/Auditor, Customer Service Representative

- Improved standard reporting by enhancing Access databases and other tracking mechanisms. Included compiling and processing all information related to Senior Plan Sales Training Issues.
- Developed and implemented effective business solutions through research, audit and analysis of data.
- Liaison between Corporate Internal Audit Department and Senior Plan Sales.
- Facilitated sessions with end user liaison team discussing system changes.
- Helped transition through multiple mergers and acquisitions.
- Developed and maintained materials for training including instructor guides, participant materials and quick reference materials.
- Prepared and delivered written and verbal project status reports.
- Performed routine research and analysis focusing on customer service related problem identification.
- Responded to customer inquires, appeals, grievances using applicable federal and state regulations.
- Provided efficient customer service in support of the goals of customer satisfaction and retention.
- Maintained exceptional customer service when responding to telephone, written, in person inquires.

SKILLS

<u>Skill Name</u>	<u>Level</u>	<u>Last Used</u>	<u>Experience</u>
Business Analysis	Expert	Currently used	7 + years
Project Management	Expert	Currently used	7 + years
Systems Analysis	Expert	Currently used	7 + years
Microsoft: Access, Excel, Power Point, Project, Visio, Word	Expert	Currently used	7 + years
Unified modeling language (UML)	Intermediate	Currently used	6 + years
Unified Process	Intermediate	Currently used	3 years
Sarbanes-Oxley IT	Intermediate	January 2007	2 years
XML, HTML, SQL, VB.NET	Novice	Currently used	2 +years
Apache and IIS web server admin	Novice	Studied	1 +years

EDUCATION

Metropolitan State College of Denver, Computer Information Systems Major (117 hrs completed)

- National Scholars Honors Society
- Completed Web Development Certification
- Institute of Electrical & Electronic Engineers, Inc. (IEEE) Member No. 80518739

New Mexico Military Institute, Associates Degree

- Completed Associate of Arts
- Commission as 2nd Lieutenant US Army