Janet M. Hart

Skills/Experience

- **Communications**
  - Excellent Verbal and Written
  - Cross Organizational/Multi-Level
  - Inbound Call Center Support
  - Technical Writing
- **Technical**
  - Requirements Gathering
    - Cross Functional Collaboration
    - Historical Documented Information
    - User Interviews
  - Products
    - Word
    - Visio
    - PowerPoint
    - Excel
    - Sharepoint
    - Quality Center
  - Use Case Development
    - Process Flows
    - Main /Alternate Scenarios
    - Data Fields/Elements
    - Business Rules
    - Integration Data Mapping
  - Dealer Management Systems
    - Decentralized & Centralized
    - Parts Inventory Management
    - Service Repair/Warranty
    - Integrated Purchase Orders
  - IBM AS/400
    - Display Physical File
    - Update Data
    - Queries
- **Training**
  - Development and Delivery
  - Classroom & Individual
  - Adults & Youth
  - Software and Policy
- **Leadership/Organizer**
  - Team Leader Customer Support
    - Participated in Interviews
    - Created Work Schedules
    - Conducted New Hire Training
  - Scout Leader
    - Facilitate Meetings
    - Plan & Organize Activities/Events
    - Mentor Youth

Character

- Outgoing
- Solid Work Ethic
- Desire to Learn
- Dependable
- Teamplayer

Work History

- **Business Analyst** — HEALTHWAYS
  - **09/2011 to Present**
  - **Gather, document and submit Client's requirements:**
    --Portal Configuration
    --Member segmentation for product offerings
    --Program's phone number, prompts and routing
    --Reports and data extracts
    --Collaborate with eligibility data vendors
    --Perform eligibility data gap analysis
- **Business Analyst** — NISSAN
  - **07/2006 to 09/2011**
  - Gathered Requirements for new web-based DCS
  - Developed and wrote use cases
  - Entered use cases into Quality Center
  - Reviewed, edited and approved functional and design specifications
- **Product Analyst** — GM
  - **03/2000 to 07/2006**
  - SME Saturn Retail Systems Parts Application
  - Liaised between Dealerships and Saturn Service Parts Operations
  - Wrote and prioritized change requests
  - Assisted with training material and retail communications
- **Account Rep Trainer & Customer Support** — EDS
  - **02/1987 to 03/2000**
  - Supported Saturn Service Parts Operations
  - Liaised between Dealerships and Saturn Service Parts Operations
  - Documented SRS Integration Points and Process Flows
  - Wrote content for SRS Parts User Manual
  - Trained SRS parts application end users and internal personnel

Education/Training

- Pontiac Business Institute
- Idea Mapping
- Stephen Covey's 7 Habits
- Presentation Techiques
- System Development Life Cycle
- Effective Business Writing

Contact Info

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  Spring Hill, TN 37174
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Volunteerism

- Committee Chair Boy Scouts
- District Trainer-Cub Scouts
- Cubmaster Pack 91
- Den Leader