

Brenda Lynn

Glen Allen, VA 23059

Home: 804-266-3784 - Cell: 804-350-3899: bjlynn48@verizon.net

Career Overview

- A versatile and skilled professional experienced in business systems analysis, systems and web design and implementation.
- A dedicated business team player with a support skill set developed through experience.
- Outstanding interpersonal, communications, negotiation and people management skills.

Core Strengths

- | | |
|------------------------------|---------------------------------------|
| • Critical thinking | • Results focused |
| • Integrative thinking | • Project leadership and coordination |
| • Creative problem solving | • Excellent communication skills |
| • Strong client relations | • Energetic work attitude |
| • Strong organization skills | • Team Player |
| • Multi-task management | • Adaptability |

Accomplishments

- Consistently received positive feedback from managers, teammates and clients.
- Consistently met business requirements and delivered projects on time.
- Researched business needs and proposed solutions.
- Ensured that customers were satisfied with products and services by doing follow-ups.
- Trained customers to use computer applications.
- Performed as liaison between end-users and application developers to ensure customer business requirements were translated correctly.
- Performed systems and data conversions to new platforms.

Work Experience

Free Lance Web Designer – Richmond, VA – June 2010 to Present

Web Designer and Developer

Work closely with clients to determine goals, time frame, budget, target audience and demographics for their site. Perform research necessary to ensure competitiveness of site. Design and build website in either Adobe Dreamweaver or Wordpress to meet intent with concentration on search engine optimization. Formulate test plans, perform software testing and validation. Present results to clients for sign-off on site implementation. Monitor and maintain websites.

Capital One – Richmond, VA - December 1997 to June 2010

Business Systems Analyst

Worked with clients to determine business needs, gathered requirements, defined and translated business requirements into system requirements. Analyzed business processes, functions, and procedures to determine the most effective solutions to meet the needs of the organization. Established systems specifications and objectives, based on business requirements and cost effectiveness, and provided recommendations to management personnel. Performed as liaison between end-users and application

developers to ensure customer business requirements were translated correctly. Formulated test plans and coordinated and performed software testing and validation. Presented test results to clients for sign-off on project implementation. Oversaw project implementation processes and performed post implementation testing and support.

Technical Designer

Translated business requirements and performed the research necessary to create technical designs and logical functionality to ensure that business application systems could be effectively developed and implemented to meet actual business needs. Focused on the analysis, definition and logical design of software systems. Translated technical design into program specifications and worked with developers to build software applications. Formulated test plans and coordinated and performed software testing and validation.

Unique Software Applications, Inc. – Richmond, VA - April 1982 to December 1997

Owner

Worked with small businesses to develop automated solutions for their business needs. Made initial sales calls on customers, interviewed and communicated with customers to define business requirements, led a team of developers to build business software applications, performed system testing and validation, wrote training documentation and trained customers to use business applications. Provided post-implementation support of business systems.

Educational Background

- High school diploma
- College coursework includes Information Technology
- On-line coursework includes:
 - Adobe Dreamweaver
 - Adobe Fireworks
 - Web design
 - Web development
 - Search engine optimization
 - Web content writing
 - WordPress theme design

Certifications

- Business Systems Analysis
- Adobe Fireworks
- Adobe Dreamweaver
- Search Engine Optimization

Keywords

Client relations, analysis, design, web design, web development, creative problem solving, organizational skills, project management, Wordpress