**EUGENE L. HOFFMAN, CBAP, CSPO, CSM**

**CERTIFIED BUSINESS ANALYSIS PROFESSIONAL & SCRUM PRODUCT OWNER**

*Achieving business needs with creative solutions that generate positive outcomes*

Strategic, client focused CBAP®, CSM®, CSPO® with extensive financial services experience in insurance, reinsurance, and capital markets having worked on over 20 technology projects in global financial services organizations. Innovative thinker with strong analytical, problem solving, and communication skills. Collaborator and mentor with proven leadership ability and an Agile mindset focused on continuous improvement.

*Technologies*: Qlik Sense, K2 Five, Jira, Top Team Analyst, HP ALM, Business Objects, IBM Notes, SDLC, Microsoft Word, PowerPoint, Excel, Access, VBA, Outlook, Visual Studio, SQL Server (SSMS, SSIS), SharePoint, Team Foundation Services, Project, Visio

**CORE SKILLS**

Agile Software Development • Business Presentations • Business Requirements Analysis • Continuous Improvement • Data Analysis • Design Thinking • Digital Products • Regulatory Compliance • Negotiation • Process Improvement • Product Management • Project Management • Stakeholder Management • Vendor Management

**HIGHLIGHTS OF CAREER ACHIEVEMENTS**

* Managed re-platforming of 8 business applications from IBM Notes within a year using K2 Five (low code digital platform) and SharePoint in an Agile environment
* Designed and developed automated Casualty quote templates in Word, integrated with an IBM Notes rating tool, that reduced underwriter quote generation time by 50%
* Developed and implemented Qlik Sense dashboards that allowed executives to access data analytics and visualizations on iPads for remote client meetings and industry events
* Automated a policy renewal solicitation process, reducing monthly processing time by 40% and increasing policy renewal rate
* Led implementation of catastrophe risk modeling tool for Property Division (Air Touchstone)

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**PROFESSIONAL EXPERIENCE**

**GENERAL STAR MANAGEMENT**, Stamford, CT July 2013 – June 2019

**Second Vice President, Senior Business Analyst**

* Served as Scrum Master/Project Manager for IBM Notes Re-platforming team of 4-5; helped organization transition to Agile mindset, organized and facilitated Scrum ceremonies, collaborated with Product Owner to create user stories with acceptance criteria and to prioritize backlog, worked on backlog items as time permitted (data modeling and ETL, UI design, K2 Five development, QA and UAT testing)

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**PROFESSIONAL EXPERIENCE CONTINUED**

* Coordinated technology needs for Casualty Brokerage Division through requirements elicitation, process improvement, solution development, and data analysis & reporting
* Developed data models and data visualizations, e.g., dashboards
* Created project charters and with division managers that identified objectives and project scope

**GENERAL REINSURANCE**, Stamford, CT March 2007 – July 2013

**Assistant Vice President, Senior Business Analyst**

* Planned, estimated, and executed 15 projects as Lead BA / Senior BA
* Elicited, documented, and validated requirements in a complex, global environment
* Analyzed business processes and created future states with suggested improvements
* Managed offshore BA consultants for a $13MM OneShield Dragon implementation
* Coordinated User Acceptance Testing (UAT) phases for multiple projects
* Mentored junior BA’s and guided peers with difficult situations
* Led development of IT Mission Statement, Vision, and Core Values
* Created BA process framework and project deliverable templates for PMO

**METLIFE**, New York, NY October 2000 – March 2007

**Assistant Vice President, Senior Business Analyst**

* Led team of four Business Analysts in analysis and project implementation tasks
* Created use cases, requirements docs, process models, ETL maps, and test cases
* Developed close working relationships with business customers and IT groups

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**EDUCATION**

**New York University - Tandon School of Engineering**, Brooklyn, NY

**M.S. Financial Engineering,** Financial Technology track

**Brandeis University**, Waltham, MA

**B.A. Economics,** International Studies Program, Technical Theatre Minor

**CERTIFICATIONS**

Certified Business Analysis Professional® CBAP

Certified Scrum Product Owner® CSPO

Certified ScrumMaster® CSM

ITIL® Foundation

**AFFILIATIONS**

Scrum Alliance

International Institute for Business Analysis

United States Institute for Theatre Technology