

REGINA REMPEL

reginarempel@gmail.com | [LinkedIn](#) | (718) 909-0111 | Rockland County, NY

PROFESSIONAL SUMMARY

Senior Business Analyst and consultant with 25+ years of experience delivering data management, system integration, and application solutions across multiple industries including financial and health services. Proven expertise in requirements gathering, stakeholder management, and bridging business needs with technical feasibility. Experienced in full project lifecycle from discovery and proposal development through implementation and maintenance. Skilled at building long-term client relationships. Incorporating AI tools to accelerate requirements documentation, workshop synthesis, and prototyping — while maintaining rigorous review and data confidentiality.

CORE COMPETENCIES

Requirements Definition & Documentation • Data Consolidation & System Integration • Stakeholder Communication & Management • Business Process Analysis & Improvement • Cross-functional Team Collaboration • Application Support & Problem Resolution • Data Migration & Transformation Requirements • Change Management & User Adoption • Training & Documentation Development

TECHNICAL SKILLS

- **Agile Tools:** JIRA, Confluence
- **Methodologies:** Agile/Scrum, ITIL, Waterfall
- **Process Modeling & Diagramming:** draw.io (diagrams.net), Microsoft Visio, Workflow & Process Mapping
- **AI Tools:** Claude, ChatGPT, meeting transcription (Grain, Spinach), AI-assisted documentation & prototyping
- **Databases:** Oracle, SQL Server, PostgreSQL, SQL, PL/SQL
- **Data Analysis:** Excel (Pivot Tables, Advanced Formulas), Complex SQL Queries, Data Reporting
- **Applications:** Web Applications, Mobile Apps, E-commerce Integration, ERP Systems
- **Business Tools:** MS Office Suite (Excel, PowerPoint, Word), SharePoint

PROFESSIONAL EXPERIENCE

CIDER CONSULTING, Rockland, NY

Senior Business Analyst

May 2019 – Present

- Lead requirements and discovery for a multi-year, 10-module ERP migration for a large marketplace reseller (item catalog, suppliers, purchasing, invoicing, warehouse, receiving, and shipping), including legacy data migration and third-party integrations (Amazon, Walmart)
- Ran ~30 stakeholder discovery workshops across 4 user groups, plus individual deep-dive sessions, translating findings into business requirements, user stories, and acceptance criteria
- Delivered a comprehensive purchase-order module, now live in production, enabling faster purchasing (allowing the client to manage more products), improved expense tracking, and more precise average-cost calculations
- Lead and facilitate Agile ceremonies — daily stand-ups, sprint planning, backlog grooming, bi-weekly retrospectives, and UAT — using JIRA and Confluence, as part of a cross-functional team (PM, tech lead, BAs, developers, and QA)
- Ensure data quality and integrity through data synchronization testing between legacy and new systems, validating data accuracy during migration
- Define requirements for third-party API integrations — including OAuth-based authentication to Amazon — specifying data mappings, authentication flows, and error-handling behavior; write SQL queries and review relational database schemas to validate migrated data and support root-cause analysis
- Define role-based access control and permissions requirements across application modules — specifying who can access what, approval and provisioning workflows, and least-privilege access boundaries across user roles
- Develop detailed specifications for healthcare applications (Early Intervention session tracking) and mobile medical staffing solutions, serving low-hundreds of users
- Implement controls to ensure adherence to HIPAA regulations for protected health information handling
- Gather requirements for business intelligence projects including Tableau implementations and data mapping/transformation across multiple systems

- Leverage AI tools (Claude, ChatGPT, meeting transcription, and rapid prototyping) to accelerate requirements documentation, synthesize workshop findings, and generate process diagrams and prototypes — validating all output and safeguarding confidential data
- Drive change management through user training, documentation, stakeholder demos, and process improvements, gathering feedback for continuous optimization
- Support business development (client discovery, needs assessment, proposals with estimates) and maintain long-term relationships across ~10 clients in healthcare, e-commerce, and manufacturing

CREDIT SUISSE, New York, NY

Production Support Lead – Risk & Finance / Corporate Systems Technology

2011 – 2019

- Managed Level 2 support for 50+ applications across back-office accounting, corporate real estate, HR, and risk & finance, coordinating a team of ~15
- Served as primary business relationship manager, producing 4–5 executive/management reports monthly and managing stakeholder expectations with directors and senior management
- Acted as liaison between business stakeholders and technical support teams, translating business needs and escalating issues to ensure timely resolution
- Supported applications with SOX compliance controls and financial reporting requirements, interfacing with audit and regulatory processes
- Conducted root cause analysis and developed complex SQL queries for data extraction, reporting, and analytics using Oracle and SQL Server

Web Application Developer

2003 – 2011

- Gathered business requirements and developed web applications using ColdFusion, Java, and .NET technologies
- Designed and implemented Oracle database structures while providing post-implementation support and enhancements

KNOWLEDGE STRATEGIES, New York, NY

E-Commerce Developer

2000 – 2003

- Developed and supported e-commerce websites for major retail clients including Bloomingdale's and Zegna using ColdFusion with SQL Server and Oracle databases
- Worked directly with clients to understand requirements and translate business needs into technical solutions

CITY UNIVERSITY OF NEW YORK, Brooklyn, NY

Application Developer

1999 – 2000

- Designed and built web applications to maintain student data based on administrative requirements
- Contributed to projects migrating processes from mainframes to modern web technologies

EDUCATION AND CERTIFICATIONS

- BA in Computer Science — Hunter College, New York, NY
- ITIL V3 Foundations Certification
- Professional Development: Business Analysis courses and workshops