

Michael Rosback PMP, PMI-ACP

Richmond, Virginia | (804) 514-3669 | michaelrosbackpmp@gmail.com |
[LinkedIn.com/in/michaelrosback](https://www.linkedin.com/in/michaelrosback) | www.michaelrosback.com

Business Systems Analyst Data & Process Improvement Specialist

EXECUTIVE SUMMARY

Versatile Business Systems Analyst and IT consultant with 20+ years driving operational excellence across healthcare, finance, government, and professional services sectors. Expertise spans requirements analysis, data management, financial systems optimization, project leadership, and process improvement. Proven ability to translate complex technical and business challenges into actionable solutions while managing stakeholder relationships, regulatory compliance, and multi-disciplinary teams. PMP and PMI-ACP certified with demonstrated proficiency in data validation, reporting automation, and business transformation initiatives.

CORE COMPETENCIES

Business Analysis & Strategy

Requirements Elicitation & Documentation | Stakeholder Analysis & Communication |
Process Mapping & Optimization | Change Management | Legacy System Modernization

Data & Analytics

SQL Database Management (DB2, Oracle, SSMS, QMF) | Data Quality Assessment &
Validation | Data Warehouse Concepts | Excel (Advanced: pivot tables, macros, financial modeling)

Project & Program Management

Project Planning & Execution | Waterfall | Stakeholder Coordination | Quality Assurance &
Testing (SDLC, ATDD, UAT) , PMP and PMI-ACP (Agile) certified.

Financial Systems & Accounting

Financial Reporting & Analysis | Regulatory Compliance (CMS, Federal Reporting) |
Accounting Principles (GAAP, AR/AP, GL) | QuickBooks & Accounting Software | Inventory |
Financial Forecasting | Cost Analysis

Technical Skills

Languages & Databases: SQL (DB2, Oracle, SSMS, QMF), HTML

Business Intelligence (in progress): Power BI, data modeling, dashboard design concepts..

Productivity & Collaboration: Microsoft Office Suite (Word, Excel, PowerPoint),
SharePoint, familiar with JIRA, Confluence, ClickUp

Documentation & Requirements: Business requirements documents (BRD), functional specifications (FSD), use cases, user stories and acceptance criteria, process flows, data dictionaries and mapping documents, report specifications, test cases and UAT scripts, SOPs and user guides.

Project Management Tools: Productivity & Collaboration: Microsoft Office (Word, Excel, PowerPoint), SharePoint (basic usage), ClickUp (personal Kanban and task management).

Project & Work Management (familiarity / learning): JIRA, Confluence (requirements tracking, Agile boards, documentation spaces).

PROFESSIONAL EXPERIENCE

BUSINESS TRANSFORMATION & ANALYTICS CONSULTING | Richmond, VA | 2018 – Present

Business Systems Analyst – Process Optimization & Financial Analysis

Strategic consulting engagement supporting operational efficiency, financial reporting improvements, and technology modernization while pursuing advanced accounting credentials.

Key Achievements:

- Designed and implemented automated Excel financial models reducing manual reporting by 6+ hours weekly and improving decision-making accuracy by 40%
 - Built and deployed automated CRM workflows increasing follow-up efficiency by 47% and reducing client onboarding timelines by 30%
 - Performed comprehensive financial data reconciliation and workflow audits using SQL and Excel, identifying process inefficiencies and cost-saving opportunities
-

ANTHEM BLUE CROSS BLUE SHIELD | Richmond, VA

Data Warehouse Consultant – Healthcare Analytics (2017 – 2018)

Provided specialized data solutions and business intelligence support for large-scale healthcare claims processing and member analytics operations.

Key Achievements:

- Supported financial reporting pipelines processing \$12B+ in annual healthcare claims with 100% regulatory compliance

Technical Team Lead / Project Manager (2013 – 2014)

Directed database infrastructure and technical team supporting massive-scale claims processing operations.

Key Achievements:

- Managed SQL database systems processing 72M+ annual claims valued at \$12B with zero defects and 100% uptime
 - Led and coordinated multiple simultaneous projects from conception through deployment, delivering all initiatives ahead of schedule
 - Mentored technical team members in SQL optimization and requirements documentation
-

CAPITAL ONE | Richmond, VA | 2012 – 2013

Senior Business Systems Analyst

Led business analysis and requirements management for consumer financial services applications supporting branch operations nationwide.

Key Achievements:

- Designed and documented comprehensive requirements for real-time monitoring systems supporting 1,000+ branch locations across the enterprise

ALTRIA GROUP | Richmond, VA | 2010 – 2011**Principal Consultant**

Executive-level consulting engagement evaluating technology portfolio and guiding modernization strategy for consumer products organization.

Key Achievements:

- Analyzed 1,400+ legacy systems across enterprise to identify modernization candidates and prioritize investment

VA DEPARTMENT OF MEDICAL ASSISTANCE SERVICES (MEDICAID) | Richmond, VA | 2002 – 2009**Systems Analyst / Project Manager**

Directed critical reporting and compliance initiatives supporting Virginia's Medicaid program serving 4.5B+ in annual claims.

Key Achievements:

- Directed MARS (Medicaid Automated Reporting System) development and CMS submissions ensuring 100% federal compliance for \$4.5B+ in annual claims
- Led automation initiative for AutoMail system streamlining CMS report distribution, validation, and regulatory submission processes, reducing manual effort by 50%+
- Maintained comprehensive documentation of system processes, data governance, and regulatory requirements

EDUCATION & CERTIFICATIONS**J. Sargeant Reynolds Community College – Richmond, VA**

- **AAS in Accounting** (In Progress)
Coursework: Financial Statements, Taxation, General Ledger, Accounts Receivable/Payable, Inventory, Managerial Accounting, Cost Accounting, QuickBooks, Audit, GAAP, Ethics
- **AAS in Information Technology** (Summa Cum Laude)

Western Illinois University – Macomb, IL

- **Bachelor of Business Administration (BBA)** – Management & Accounting

Professional Certifications:

- Project Management Professional (PMP)
- PMI Agile Certified Practitioner (PMI-ACP)

Career Studies Certificate

- Bookkeeping
- Accounting Support Functions
- Payroll & Taxation

American Institute of Professional Bookkeepers (AIPB)

- Internal Controls & Fraud Prevention
- Mastering Adjusting Entries

- Mastering Inventory
- Payroll and Depreciation (Planned)

Ongoing Professional Development:

- Power BI & Advanced Analytics
- Excel Automation & Advanced Functions
- Oracle SQL / T-SQL
- JIRA & Confluence Administration
- QuickBooks Advanced

DOMAIN EXPERTISE

Healthcare & Life Sciences: Membership, DRG coding and system maintenance, member analytics, financials, regulatory compliance (CMS), healthcare IT systems.

Financial Services & Banking: Boperations support

Government & Public Sector: Medicaid systems, federal compliance (CMS reporting), legacy system modernization, Automotive Fleet: vehicle monitoring, parts inventory, fueling station, and vehicle service module.

Professional Services & Consulting: Strategic advisory, technology assessment, business process optimization, operational efficiency, financial analysis

ADDITIONAL INFORMATION

Availability: Open to full-time, contract, and consulting engagements; flexible regarding remote, hybrid, and on-site arrangements

Engagement Models: Comfortable with W2 and direct placement opportunities

Clearance: Previously worked with government agencies; familiar with compliance and security protocols

Location: Richmond, Virginia (local to Central Virginia job market), open to limited travel