Daryl Dorsey

BUSINESS ANALYST

Profile

Business Analyst that helped create documents, managed teams, and maintained systems that insured Case Managers and Providers get paid across the state of Indiana.

Web Developer with a wide range of design styles. Using Content Management Systems (CMS) such as Joomla and WordPress, I've created a wide range of websites for schools and businesses.

Employment History

Business Analyst, eImagine - Contract, Indianapolis

NOVEMBER 2019

- Led the implementation and ongoing management of Microsoft Dynamics 365 CRM for Indiana's Division of Aging, supporting over 58,000 individuals and achieving high user satisfaction.
- Spearheaded a team of Business Analysts to ensure timely provider compensation for services rendered across Indiana.
- Resolved an average of 50+ issues per week, contributing to the resolution of over 10% of all project-related issues (over 120,000 total).
- Developed comprehensive training materials and onboarding documentation to maintain team productivity and streamline issue resolution.
- Managed Scrum processes, coordinating Developers, Project Managers, Business Analysts, and Help Desk Specialists to optimize daily task organization and efficiency.
- Implemented advanced find functionality within Microsoft CRM to improve data search capabilities for the team.
- Created custom home dashboards for JIRA and Microsoft Dynamics, enhancing daily team workflows.
- Led a team in identifying post-deployment defects and implementing timely solutions to ensure system stability.
- Collaborated across multiple systems to efficiently troubleshoot and resolve helpdesk tickets, ensuring timely issue resolution and maintaining high levels of user satisfaction.
- Managed a user base of 2,000+ care managers by providing access support, authorizing permissions, and troubleshooting account issues to ensure seamless user experience and minimize downtime.

Help Desk Support, eImagine - Contract, Indianapolis

APRIL 2019 — NOVEMBER 2019

Managed and resolved technical issues related to Medicaid and Medicare for the state of Indiana using the JIRA ticketing system as part of a help desk team. Assisted Case Managers by troubleshooting and resolving issues within CaMSS, a Microsoft Dynamics CRM-based system, ensuring seamless data entry and workflow efficiency.

Web Developer, Freelance

JANUARY 2014 — APRIL 2019

I've built a number of websites. I worked with the client in the requirements, design and implementation phases of the project. I also presented ideals and built prototypes. I'm currently working on maintaining the Joyful Sounds Production, JEI Network, Gospel Explosion web sites along with building the Wolff Legal site.

Details

Carmel
US
463.316.6527
daryldorsey117@gmail.com

Links

Dorsero.com

Skills

Microsoft Dynamics CRM

JIRA

Microsoft Excel

Business Analysis

Requirements Gathering

Teamwork

Wordpress

Photoshop CS6

PC Building

PC Maintenance

In 2016, for Joyful Sound Productions, I built an online ticket ordering and pay system for the Circle City Classic Gospel Explosion concert. It consisted of building an ordering/payment page that produced a barcoded ticket. At the event this barcode would be scanned and verified online by the web site for entry into the event.

PC Tech / Web Developer, Professional Data Dimensions

JANUARY 2010 — JANUARY 2014

Built the Professional Data Dimension (PDD) site (www.pdd.com), and web sites for PDD clients. For the PDD site, I included a Jobs Page that allowed the PDD recruiter to post jobs and respondents to reply by using the site to send their resumes via email.

Also I was responsible for maintaining office workstations. I performed troubleshooting of hardware, software and wireless network issues and installed hardware components and software packages.

Worked with Windows XP, 2000, 98, 7, 8, and 10 operating systems. Setup email accounts on the staff's phones and have built workstations from scratch. Efficient in the Microsoft Office Suite, Word, Excel, Access, PowerPoint, Photoshop, and have used Raptor for Flow Charting.

Education

Ivy Tech Community College

2009 — 2010

Certificate in Web Application Development

- Cum Laude
- Dean's List

Coursework includes

- Database Design Management
- Informatics Fundamentals
- Network Communications
- Computing Logic
- Software Development
- Web Site Development

Purdue University, West Lafayette

2007 — 2009

Major in Software Development.