

JOHN GRASSL

120 Water St. Apt. 4006
North Andover, MA 01845
<http://www.johngrassl.com>

Phone: (781) 864-7027
Email: jggrassl@gmail.com
<https://www.linkedin.com/in/johngrassl>

SUMMARY

Experienced and self-motivated Business Analyst whose Process Improvements have resulted in the savings of hundreds of work hours a year ▪ Expert in Analysis & Processing of a wide variety of data ▪ Superior Troubleshooting Skills ▪ Dedicated Team Player ▪ Results driven professional with an ability to communicate with both technical and non-technical personnel

COMPUTER SKILLS

Business Productivity/Analytics: MS Office 2016 (Excel, Word, PowerPoint, Project, Outlook, Visio, SharePoint), SAP ERP 6.0 (BW, CRM, FI, MM, SCM, SD), Tableau

Programming/Scripting Languages (proficiency): VBA, UNIX KSH, HTML, CSS, XML, PHP

Database: Access, Sybase, Oracle

Graphic Design: Adobe CC 2015 (Photoshop, Illustrator, Flash, Dreamweaver, Muse)

RECENT EXPERIENCE

CONSULTANT

6/2014 – Present

- Numerous freelance software/web design projects with clients including The Space Science Institute, Gemini Transportation Underwriters and The Berkshire Homeowners Association

PHILIPS HEALTHCARE, Andover, MA

6/2010 – 6/2014

Business Analyst

- Gathered business requirements, created user stories and functional requirements
- Executed UAT/QA testing and validation for all SAP projects impacting the Commercial Contracts team
- Managed several hundred SAP contract price lists, troubleshot and resolved SAP pricing issues
- Served as Technical Lead on numerous Agile & Lean Six Sigma projects
- Product Development Creator/Manager of numerous Excel macros, Access databases and shell scripts, to aggregate, normalize and report on “Big Data”, vastly improving accuracy, efficiency and customer satisfaction
- Constructed sales and pricing reports via SAP, Business Warehouse, Excel and Tableau

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ANACOMP CORPORATION, Wilmington, MA
Application Engineer

11/1999 – 6/2008

- Coordinated with 60+ clients (including the U.S. Government) to define their Data Warehouse/ETL/OLAP requirements; offering SaaS core and custom solutions to meet their data ingestion, front-end presentation, data security and SLA reporting needs
- Customized web presentation tier by creating & enhancing HTML/CSS/XML/JSPs to integrate Anacomp applications with existing customer applications
- Worked in Sybase and Oracle databases, writing SQL queries and scripts
- Developed test cases and performed QA/UAT for releases, documenting all issues
- Developed a Production Release Form that largely automated the creation of software release documentation, resulting in the savings of hundreds of work hours per year
- Developed UNIX shell script “Preprocessors” that normalized non-standard data
- Conducted customer and team training

EDUCATION

Tufts University/SMFA, Boston

Computer Science, Web Design and Animation

1998