

Greg Melton

Kansas City, MO

BUSINESS ANALYST / PROJECT COORDINATOR

Online Business Systems Analyst, Release Management Specialist
Internet Services – Online Banking, Brokerage and Trust, Brokerage Operations

CAREER SUMMARY:

Respected and resourceful Business Systems Analyst/Project Coordinator with 12+ years of online project management and release management experience, online production support and a brokerage operations background.

- Project management experience in a Business Analyst role for online projects and enhancements
- Release management and production support experience – overseeing installs to production as well as builds to be deployed to User Acceptance Testing (UAT)
- Facilitating meetings involving presentations and ambiguity reviews either in person or on a conference call
- Meeting critical deadlines within a fast-paced and high stress corporate work environment
- Building relationships with internal staff, stakeholders and clients to achieve key objectives
- Brokerage operations background which included assisting Financial Consultants and their high-valued clients

PROFESSIONAL EXPERIENCE:

Wells Fargo Bank, Wealth Management
San Francisco, CA
Wealth Online Business Analyst

November, 2012 – July, 2014

- Business Analyst for online projects spun-up by funding from either Wealth Management or the Digital Channels Group
- Liaison to multiple lines of business including The Private Bank, Digital Channels Group and their product managers, project managers, code developers, quality assurance and contact center representatives
- Continued production support of the Trust Online platform

Wells Fargo Bank, Digital Channels Group
San Francisco, CA
E-Business Systems Consultant

January, 2011 – November, 2012

- Online Banking browser certification, management of the newest versions
- Responsible for creating and presenting PowerPoint decks and maintenance requests to management, code developers and quality assurance
- Continued support of the Trust Online platform

Wells Fargo Bank, Internet Services Group
San Francisco, CA
E-Business Systems Consultant

April, 2004 – January, 2011

- Release management and production support for the Online Investments platform containing both Brokerage and Trust
- Worked closely with project managers, product managers, code developers, quality assurance and contact center representatives to ensure that projects, maintenance requests and defect fixes were successfully implemented into the release
- Facilitated weekly platform status meetings as well as ambiguity reviews for status updates on projects, maintenance requests and defect fixes to be deployed in the six major releases each year as well as for any necessary patches or dot releases to be deployed
- Coordinated check-out for any stakeholder once a build was deployed to User Acceptance Testing (UAT) prior to the deploy to production

Wells Fargo Investments
San Francisco, CA
Financial Consultant Associate

November, 2001 - April, 2004

- Simultaneously assisted two Financial Consultants in the Private Client Services division with clients having \$500,000 or more in holdings
- Placed equity, bond, mutual fund and short-term money market instrument trades and transactions for clients
- Assisted the Financial Consultants with asset management and servicing accounts
- Worked with operations and compliance to ensure that proper documentation had been received and investment objectives were being met

EDUCATION:

Bachelor of Arts, Economics
San Francisco State University

CONTACT INFORMATION:

c) 415-990-1301
gregmelton559@gmail.com