

## **PROFESSIONAL SUMMARY**

Business Analyst with 4+ years of experience in analysis and interpreting data across multiple divisions of the company, including developing reports and managing auditing projects throughout the company. Experienced in leading cross-functional teams in the development, documentation and delivery of process innovations driving the attainment of business goals. Seeks opportunities to transform company practices into fresh, cost-effective solutions leading to more efficient operations and growth. Possesses strong leadership and communication skills to effectively communicate across upper management and stakeholders' analytics results in multiple formats. Ability to learn and adapt quickly as well as strong team-building to reach mutual company-wide goals.

## **KEY SKILLS**

- Business Management
- Data Review and Statistical Analysis
- Communications Strategies
- Enterprise Implementations
- Data Mining and Analytics
- SAP Analytics
- Business Intelligence (BI), Big Data Platforms
- KPI Dashboarding
- Project and Campaign Management
- Risk Management
- Management Skills
- Business Research Skills

## **PROFESSIONAL EXPERIENCE**

### **Business Analyst**

**01/21/19 - Present**

#### **14West, Mt. Vernon Maryland**

- Providing an analysis of current software limitations on the Advantage software
  - Advantage is a large scale enterprise wide data warehouse, e-commerce tool, and customer support tool that has multiple levels of access across different user groups
  - Using the analysis above develop a road-map of updates, modifications, and patches
- Managing large-scale upgrade/modernization projects supporting between 10k-20k end users
- Acting as Business Analyst/Project Manager for over 100 projects through full life cycle from initiation to closure using Agile methodology. Some of these projects include:
  - Adding multi-server support for the Advantage software
    - Added for redundancy within the Advantage system to keep software running even during updates/outages
    - During the project acted as the project manager guiding a group of external developers, IT system engineers, and QA testers to successful completion of project
  - Increasing multi-queue capacity for the Advantage software
    - Added additional queues (started with 100 upon project completion this was increased to 10,000 ) for processes/reports to run simultaneously without putting unnecessary burden on the Advantage system
    - Managed with small group of external developers and QA testers to successful completion of project
  - Added Automation support for Billing tools within Advantage system
    - Automation of tool would allow for more accurate and fast refunds for customers within the Advantage system
    - Worked with a large group of external stakeholders to get defined requirements, and refined those requirements further with external developers to provide a fast effective automated refund process
    - Designed testing documentation with QA team
  - Worked with stakeholders to roll-out and develop a large e-commerce website
    - Worked with developers to increase website speed and functionality
    - Helped create and plan product road-map with Stakeholders to define where website would go in future iterations
    - Created testing plans, site documentation, and training materials on new system functionality
    - Changes/upgrades to website led to largest sales months ever in November and December of 2019 for customer
- Working with QA team to test and ensure that any issues during the roll-out of new features does not remove or hamper functionality
- Using LucidChart developed wireframes of internal process documentations for stakeholders on new processes after software updates
- Working with 3<sup>rd</sup> party developers to maximize development projects being built while minimizing costs
- Gathering business requirements on variety of large- and small-scale projects and work with the development teams to create an integration plan and future production road-maps
- Using Jira monitor and provide updates to stakeholders about modifications/updates including project plans, specification documentation, and billing information

**Business Analyst**  
**Infinera Corporation, Columbia, MD**

**03/19/2016 – 01/18/19**

*Infinera is a leading telecommunication company that empowers network operators to scale bandwidth while accelerating service innovation and automating optical network operations.*

- Completed in-depth analysis for business-optimization projects in the Instant Bandwidth field by finding delinquent capital in the amount of \$4 million and recovering \$1.5 million YTD
- Provided executives with analytics and decision-support tools used as the basis for future road-mapping to maximize support capabilities, and customer satisfaction to meet yearly fiscal goals.
- Partnered with developers to automate manual processes, stream-line existing processes, and creating shorter more time-efficient processes saving time and money while decreasing errors
- Collaborated with internal and external stakeholder groups across the organization to ensure business and technology alignment across multiple divisions in support of sales, engineering, and customer support by ensuring that the latest documentation and software is available to customers and engineers at all times.
- Developed reports, documentation, and created presentations to allow leadership to make quick, effective business decisions
- Ran a quarterly and monthly audit of customers who participate in the Instant Bandwidth Program
  - Combining multiple data sources from multiple divisions across the company to determine customer compliance with contractually obligated purchase requirements.
  - Determine the validity of the data as well as the accuracy of submitted purchase reports
  - Assisting in the design of automation tools to allow for faster and more efficient future audits
  - Formatting the audit in a visually understandable way for different customers
- Gathered and reported TAC (Technical Assistance Center) support data on a weekly and monthly basis
  - Ensuring the accuracy of data as it is reported. Including the timing in resolving customer issues and questions
  - Using statistical analysis to show increases and decreases in productivity and agent utilization
  - Assisting in identifying future hot-spots and customer issues that cause company decreases in productivity
  - Auditing customers to determine compliance with RMA'd part return process, and billing when necessary.
- Uploaded and managed software and documentation for customers, support agents, and engineers to use in resolving issues and upgrading products in-use by customers

**Tier 2-Billing Account and Technical Support Agent/Business Analyst**  
**Zenimax Online Studios, Cockeysville, MD**

**12/02/2013 - 04/16/2016**

*Zenimax is a video game publisher that has assembled a strong creative team of world-class game developers to create and sell premium video game titles to a growing worldwide market.*

- Used support software RightNow, Jira, Exact Target, Oracle server software, and Sleepy Giant to help resolve customer issues
  - Used the Jira software bugs were logged and submitted to the development team for resolution
  - RightNow used to document and resolve customer issues over phone and via email
  - Used Oracle and Sleepy Giant (Swrve) software to submit analytics results to our marketing team to show who, and how many people were playing our games.
- Resolved connection, software, and hardware issues customers might experience while playing our games
- Built and wrote processes for handling issues for CS department for legacy and non-online games and services
- Utilized Zendesk to add/remove permissions from customer accounts, and resolved billing issues tied to said accounts

**EDUCATION**

**Bachelor of Science (BS), Business Administration, May 2011**

Carson-Newman University, Jefferson City, TN

*Leading University in business education with innovative academic programs*