# DEIDRE BACALL

*BUSINESS OPERATIONS ANALYST*

## CONTACT

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## EDUCATION

B.A.
Business Administration
University of California,
Irvine
September 2017 - May 2021
Irvine, CA
GPA: 3.6

## SKILLS

Lucidchart
Asana
Zendesk
SQL
Pandas
Tableau
MS Office
MS Excel
AirTable
Google Sheets
Oral and Written
Communication
Self-management
Attention to Detail
Statistic Analysis

## CERTIFICATIONS

AWS

## CAREER OBJECTIVE

As a proven Business Operations Analyst, I am driven by analyzing, optimizing, and implementing cutting-edge solutions. I am eager to continue my career by utilizing and growing my skillset with a PIMCO team.

## WORK EXPERIENCE

### Junior Business Operations Analyst

Genpact Headstrong Capital Markets

September 2018 - current  /  San Francisco, CA

- Owned 100% of the Incident, Request, Change and Escalation processes related to Core Ops support
- Executed performance with 100% accurate reporting and established service improvements
- Monitored, controlled, and supported service delivery
- Ensured systems, methodologies, and procedures were followed with 0% errors
- Drove 15+ internal and third-party service review meetings, covering performance, improvements, and processes
- Implemented 30+ recommendations for Service Improvement Plans (SIPs) based on available data

### Business Operations Analyst Intern

Aruba Networks

May 2018 - September 2018  /  Irvine, CA

- Managed designing, developing, integrating, testing, and maintenance of 20+ existing and new business applications
- Assisted a 4-person executive team with managing information systems solutions and 15+ databases
- Developed documentation and participated in 6 architecture reviews to ensure solutions complied with HPE standards/guidelines
- Implemented cross-functional, cross-regional design, and implementation of 30+ end-to-end supply chain capabilities
- Assisted in designing 3 short and long-term supply chain strategic tool architecture enhancements
- Collaborated with a 9-person team in the development of a video content library for core communication desk tasks and operational functions