



**NANCY
RAY**

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PROFESSIONAL SUMMARY

I am a professed, self-taught IT professional whose career has been involved with and witnessed the full life-cycle of IT. I am able to adapt to change as quickly as technology in order to stay relevant and add value. I have had a lifelong career at bp in the energy sector and this was due to my tenacity to want to grow, learn, improve and share learnings with others. Due to my experience, I am confident my I would add value, if deemed a good fit.

SKILLS

- Service coordination
- Data analysis
- Performance improvement
- Risk mitigation
- New client onboarding
- Quality monitoring

EXPERIENCE

Service Delivery Manager
bp America | Blaine, WA

April 1992 - March 2021

- Oversaw updates and renewals across all programs, directing customer communication and driving customer satisfaction
- Supervised new client project implementations and onboarding activities
- Identified opportunities for improvement by reviewing and analyzing historical performance data.
- Anticipated and solved project and program issues to restore satisfaction.
- Evaluated existing and potential risks to identify impact on implemented solutions
- Reported and escalated [Type] risks to prevent negative service impact
- Met customer needs with routine and expedited services
- Addressed operational pain points and collaborated with management to devise solutions.

EDUCATION

GED
James B. Conant, Hoffman Estates, IL

January 1981