

Lisa Scott

Deliver high-end quality service and assist businesses with streamlined processes with technical advancement and innovative solutions.

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Experience

Accenture, Sacramento — *Business Support Analyst*

04/20-02/21

Documented operational processes of the bank for commercial/business customers for refresh.

Review submitted documents, analyze & upload acceptable documents to complete KYC refresh, update the system of record, conduct internal QA, final submission of the record.

Monitor and manage mailboxes locating missing documents and sales responses for three regions in EMEA, APAC, and AMRS

Following quality assurance processes through Microsoft Teams chat and email through Microsoft Outlook.

Facebook/Accenture, Menlo Park — *Product Support Analyst*

05/2018-03/20

Leverage product expertise to investigate, triage and resolve issues with Facebook Ads and business products.

Assisted with the launch of the Political Ads process.

Facilitate high quality support to the sales teams investigating and prioritizing advertising system bug issues.

Processed, read and created SQL queries. Co-created and maintained dashboards for all products assigned to my team.

Processed escalated cases direct to engineer for further troubleshooting and de-bugging to expedite the work flow following D2E processes.

Use Facebook's broad range of internal tools to effectively triage over 100 cases weekly identifying root causes for error, reduction in quality performance, referencing developer guides and resources from the internal knowledge base.

Improve processes to support front line teams in complex investigations to improve user and advertiser experience on the platform.

Discerned business product confusion from advertising bugs by running quality tests, identifying quality solutions, and advising sales team advertisers solutions to accomplish desired outcomes for senior stakeholders and product support specialists.

Mentored and develop team member knowledge within a complex product group partnering with product support specialists to identify solutions to advertising issues and product confusions

SKILLS

Working in Complex Partner Environments

Delivery High Quality Work Products

Mentoring of Internal Teams

Advising Client Teams

Technical Support

Troubleshooting

Debugging proficiency

Product testing

Extremely organized

Detailed oriented

Strong verbal communication

Team liaison

Team leadership

Hawaiian Airlines, Sacramento — Mainland Customer Service Agent

10/2015 - 08/ 2018

Implement FAA and DOT security policies and practices. Delivered daily briefings for flight operations, delays, and maintenance concerns for flights.

Documented required flight metrics, including load, pets, weight, and other special information types.

Managed and tracked checked luggage, carry-on, and LOS luggage.

Assisted passengers with check-in and issue resolution utilizing proprietary software.

Validated passenger identification. Collaborated with ramp and maintenance teams for arrival and departures, cleaning, fuel counts, and cargo processing.

Eventus Solutions Group, Sacramento — Technical Support Specialist

01 2013 - 01/ 2015

Provided phone support to a large consumer base through the use of company Knowledge Base materials.

Provided quality assurance oversight and feedback.

Worked with IT Operations to troubleshoot and resolve system application bugs as well testing support.

Documented application program policies and procedures.

Worked with senior stakeholders and multiple partner organizations to collaborate on project-wide solutions.

Jamba Juice, Sacramento — Lead

04/ 2009- 01/ 2013

Used JambaNet web-based reporting system to view daily store news. District and Store production metrics, viewed sales trends and store forecast for future inventory, and team member sales reports.

Conducted interviews, and evaluated employee performance providing feedback for quarterly and yearly performance reviews for 30 employees, lead monthly staff meetings, oversaw and developed 30 employees including training on Jamba Juice company policies, Aloha POS system, taught proper food portioning, food safety handling, and assisted with marketing strategies.

Took store inventory of food and liquid portions profit/loss using for future inventory purchase forecast and store planning.

Developed customer marketing outreach strategies, and created social media presence to improve sales during off peak hours

EDUCATION

American River College, — Bachelor of Science, Business Administration

01/2015 - Current

Fremont Adult School, — High School Diploma

06/2004