Proficiencies

- Power BI
- Fundraising
- Event/film/travel Management
- JIRA
- Postman
- QC Analysis
- Project Management
- Google Suite
- Budget Management Experience
- Safe 6.0 Scrum Master
- SAS

- General Accounting
- Client Interactions
- Problem Resolution
- Public Speaking
- Data Management
- Non-profit experience
- Tie-In Marketing
- Consumer Insights
- Data Solutions
- Agile Methodology
- Excel

- Customer Service
- Large Scale Production
- Resource Management
- Production Coordination
- Budget Forecasting
- Community outreach
- Branding
- Analyzing Market Data
- Confluence
- Business Development
- Microsoft Office

CAPGEMINI

Senior Business Analyst/ Scrum Master (███████████- ████████)

-Develop a deep understanding of assigned product(s) and served as subject matter expert
-Learned and documented the market and customers' needs. Understood the "why" behind the system capabilities and how features solve client problems
-Gather and assess feature requirements to support product development efforts and sprint plans.
-Communicate user stories/epics to software engineering, removing blockages for developers, and understanding strategic priorities to groom the backlog.
-Manage and prioritize the product backlog
-Prioritize and manage the bug queue. Partner with Developers to identify optimal solutions
-Remove blockages for development and be accessible to answer questions
-Write clear and detailed user stories with value-driving acceptance criteria and metrics to validate success
-Gather customer feedback, hypothesize the impact of changes, and write up new stories as necessary
-Collaborate with the scrum team members effectively to keep the product delivery on track
-Conducts sprint and overall delivery risk assessments; reports identified risks to management; provides recommendations for mitigation of risk (including termination of the project if appropriate)
-Communicates and collaborates with internal stakeholders like marketing, customer success, training, and other teams as needed to provide training and information required to promote and sell new projects, programs, and systems
-Actively participated in Agile Scrum meetings as a Scrum Master, providing valuable inputs and feedback to improve product quality
-Collaborated with team by sharing data driven reports using Power BI

-Documented customer interactions and details in the CRM system for future reference and analysis
-Performed rigorous QC analysis for a F500 wealth management firm using Postman to test APIs and web services, ensuring the functionality, reliability, and performance of software products
-Created comprehensive test suites and test cases to cover various scenarios and edge cases
-Collaborated with cross-functional teams, including developers, and product managers, to identify and resolve software defects in a timely manner

-Automated repetitive testing tasks using Postman collections, saving up to 30% of testing time and increasing overall testing efficiency
-Developed innovative dashboards, machine learning algorithms and out-of-the-box training manuals for client sales teams in a private equity client using JIRA/ Confluence/ Kanban

-Designed and implemented advanced SQL queries to retrieve and analyze data from large-scale databases, improving data retrieval efficiency by 25%
-Coordinated a five-person team on and offshore for merging the websites and systems of two high profile wealth management firms for exclusive clientele
-Managed different and trained client sales teams, driving up both employee satisfaction and morale as well as sales performance across multiple clients across multiple industries
-Pushed a large-scale app development project by coordinating client stakeholders and crafting creative app designs in a high-profile teaching union bank, allowing release ahead of time and below budget
-Aligned public perception of a banking client with appropriate internal service levels improving customer satisfaction scores by 20%

-Received an early promotion as one of the firm's top performers in my own cohort, receiving praise for client interactions, stakeholder management, and analytics and was nominated Woman of Promise for ███
-Awarded The Aspiring Architect Certificate for staying updated with the latest trends, emerging technologies, and industry best practices and actively engaging in continuous learning

Actors for Autism (██████████**)**

Client Engagement Manager

- Prepare accurate and complete claims/statements and submit claims/statements in a timely manner to meet claims processing requirements.
-Understands all contracts and billing requirements and reviews pricing with claims to ensure accuracy.
-Ensures completion or receipt of all documents needed for billing and all other documents, as appropriate.
-Check all billing, line by line, to make sure that the claim is billed to the proper payer source, in the proper billing format, with the appropriate codes and quantities
-Strong ability to empathize with patients and provide effective solutions to their inquiries and concerns -Knowledge of medical terminology and healthcare processes
-Excellent communication both verbal and written
-Contributed to fundraising efforts through personal network outreach and support in grant writing
-Coordinated the organization's social media presence by creating content and raising awareness about special-needs issues and resources

-Assisted in coordinating Person-Centered workshops and training sessions for parents, caregivers, and educators to enhance their understanding of the special-needs spectrum
-Provided public relations support and continuing media related inquiries for the organization

Freelance Production Consultant (███████████**)**

Local, regional, national, and global expert as Development Manager and Production Coordinator. Driven to unleash human potential through film – improving the engagement, atmosphere, productivity, efficiency, and culture of the entertainment industry.
Key Projects:

- Production Coordinator – ██████████████████ Sony Pictures Entertainment/Universal Home Entertainment
  - Feature Films "Beyond Valkyrie" • "Sniper 6: Ghost Shooter" • "Jarhead 3: The Siege"
- Managed a diverse team of 12 department heads including Production, Special Effects, Editing, Props, Sound Design, Makeup, Location Scouts in ██████ on a 3-million-dollar production film "Sniper: Ghost Shooter"
- Forged solid relationships with actors and built consensus across multiple levels while managing props, post-production, compliance/licensing and analyzing QC reports
- Reduced redundancy in meetings for continuity by screening the overnight deliveries of dailies through installing a transparent record keeping system
- improved accuracy in execution for producers with a keen eye for detail between script and screen
- Aided in delivering project to studio at a reduced cost of $300K by effectively streamlining travel to and from ██████ including accommodations for actors, studio heads and producers
- Bolstered cost cutting in Postproduction onshore in ████████ by taking on role as Postproduction Coordinator, Co-editor, and postproduction accountant, i.e., proposal management, contract negotiations

- **American Intercontinental University: Graduated Magna Cum Laude** ██████████████
- *Coursework: Business, Branding, Marketing, Entrepreneurship, And Entrepreneurial Business Relations*
- *ALPHA SIGMA LAMBDA – UPISLON Xi Chapter*
- Certifications: Scrum Product Owner, Scrum Alliance ████████, SAFe Scrum Master 6.0 ████████ ██████