

## BUSINESS DEVELOPMENT ASSOCIATE

### Summary

Extremely determined, outgoing, and passionate professional with proven ability to build rapport with clients. Strong communication and interpersonal skills make the candidate successful in seamlessly working with clients, staff members, and other professionals in various areas across different job levels.

### Experience

Business Development Associate 12/2015 to Current Company Name City , State

- Contact new and existing clients to discuss how specific products could meet their needs.
- Identify issues with existing marketing material to drive process improvements.
- Collaborate with key client stakeholders and document organizational challenges and business objectives to define client requirements.
- Prepare ad-hoc presentations and proposals for internal projects and external clients.
- Conduct root cause analysis in order to identify data integrity issues and needed adjustments to Tableau's management reporting dashboards.

Senior Financial Analyst 08/2014 to 12/2015 Company Name City , State

- Worked in partnership with key multi-functional stakeholders to identify risk, develop remediation strategy and assist in the implementation of effective control structures to help mitigate potential risk.
- Gathered rules and requirements from the Corporate Operational Risk team to successfully implement the enterprise wide Spreadsheet Policy; validated attribute data for over 1,000 spreadsheets, performed risk assessments and gap analysis with all GBAM Finance lines of business teams within a six-month time frame.
- Developed and led internal control training programs for management and employees responsible for conducting key controls and self-assessments across all business lines.

Operations Analyst 11/2009 to 07/2014

- Centrally managed an internal enterprise web-based application and acted as a trusted point of contact for over 2,000 users. Successfully on-boarded and trained new users and provided continuous support for existing users on system enhancements and evolving functionality
- Successfully managed the activities of 4 team members in multiple locations.
- Created training manuals targeted at resolving even the most difficult customer issues.
- Developed, implemented and monitored programs to maximize customer satisfaction.
- Prepared and provided detailed monthly departmental reports and updates to senior management.
- Developed rapport with the user base by handling difficult issues with professionalism.
- Led global User Acceptance Testing (UAT) for application improvements; managed enhancements and successfully coordinated testing results with business and development teams.

### Education

BBA : Management May 2009 James Madison University City , State

### Skills

- Microsoft Office Suite
- Visio

- SharePoint
- Zendesk