

# Francesca Fonseca

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Fresno, California

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## WORK EXPERIENCE

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### **Millenniumsoft** - Entry-Level Business Systems Analyst

July 2018 - current

Remote

- Executed transactions in 4 operational systems for product lifecycle data as defined by process documentation
- Participated in the analysis of master data and communicated findings to 10 stakeholders
- Worked within an ISO-compliant environment, creating and maintaining required system documentation for 100% of business operations
- Provided business support for functional excellence improvements to the Global Product Development System
- Collaborated with 15+ areas of the business relating to product lifecycle data management
- Assisted in identifying and evaluating 100+ unique system solutions and procedures
- Maintained working relationship with 6 business partners to ensure system functionality represented data

### **General Atomics** - Business Systems Analyst Intern

January 2018 - June 2018

Fresno, CA

- Assisted in the analysis, investigation, and solution of 300+ problems
- Collaborated in developing electronic and hard copy documentation as required
- Attended 5 training and development presentations to enhance professional competencies
- Executed and managed 10+ remediation sessions pertaining to compliance and audits
- Worked with 3 functional teams to triage any issues related to course deployment
- Participated in the implementation and enhancement of 30+ system solutions
- Automated 3 business processes with machine learning technology

## EDUCATION

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### **Fresno State University** - B.A., Business Administration

September 2014 - May 2018

Fresno, CA

## SKILLS

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MS Office; MS Excel; SAP; SQL; Python; Tableau; Looker; Oral and Written Communication; Self-management; Attention to Detail