**Denice Cook 770-865-7110** [denice.cook1218@gmail.com](mailto:denice.cook1218@gmail.com) **Summary of demonstrated success record & career achievements:**

* Proven ability to coordinate and lead day to day operations, projects and assignments within acceptable quality and time service measure.
* Interface directly with internal and external stake holders to provide thorough leadership and consulting services on standard and custom solutions.
* Provide program and project management oversight for local and enterprise initiatives.
* Provide first and second level support including escalations and problem management and resolution of all production, back office and project work.
* Identify, develop and implement operational efficiencies in support of the client.
* Ability to resolve complex business problems where limited guidelines or precedents exist.

**Skills:**

**Business Tools:**

MS Office Suite (Pivot Tables, V-lookups), Sharepoint, Siebel (CRM), Maximo (EAM), Ariba (Salesforce), LexisNexis, Hierarchy Maintenance Tool (HMT)

**Business Skills:**

Project Management, Business Analysis, Process and procedure documentation, Gap analysis, Change management, SME, Analytical, UAT Testing, QA Analysis, Data Analysis, Risk Analysis, Compliance, Contracts, Fraud, Loss Prevention, Client On-boarding, SDLC.

**Operating Systems:** Windows 95/98/NT

**Databases:**  MS Access, Greenplum

**Methodologies:**

Agile, Waterfall

**UI Design Tools:**

MS Visio

**Professional Experience**

**Wells Fargo Charlotte, NC 08/2016 – 11/2016** Business Analyst / Wholesale Data(contract)

* Gather business requirements to perform the metadata definition, data lineage life cycle data quality controls and data gaps on artifacts.
* Participate in cross functional group sessions with the remediation team to understand the project scope, objective and approach.
* Manage the project from original concept through final implementation by way of a cross-functional flowchart.
* Engage system partners and control owners (both operational and technical) to attest to the accuracy of data lineage for each focus system artifact.
* Business process mapping/modeling and update tracking reports.
* Perform Quality Assurance (QA) on completed data lineage artifacts to ensure adherence to Data Lineage Standards previous to uploading into the production database.

**Bank of America Charlotte, NC 02/2016 – 07/2016** Senior Operations Analyst / GBAM (contract)

* Analyze transaction activity with emphasis on risk evaluation associated with identified high risk clients based on a client’s profile; period review (CDD).
* Perform Document Gap Analysis on client’s global data according to the jurisdiction to be refreshed with a focus on remediation and data integrity and refresh of global data.
* Knowledge of AML, EDD and KYC regulatory requirements; compliance.
* New client onboarding, rescreen each customer’s information against specially designated and country-based sanctions lists (OFAC/PEP).
* Participate in ad-hoc projects for new processes or industry initiatives.

**Equifax Alpharetta, GA 09/2012 – 02/2015** Professional Service Consultant **/** Project Management / Fulfillment / Client Services

* Facilitate collaborative working sessions to gather business requirements
* Simultaneously manage multiple projects and ensure these projects are executed efficiently and deliver per expectation by cross functional flow chart.
* Introducing new products to vendors based on their business needs.
* Various business documents: SOW, SLA, BRD, POC, RFP, RFQ, etc.
* Translate project scope, goals and deliverables that support business needs in conjunction with project team and stakeholders.
* Proactively manage changes in project scope, identify potential risks, and devise contingency plans and gap analysis.
* System and user verification testing (UAT Testing).
* Business process mapping/modeling: Change Management / KPI Reporting.

Data Analyst II / Commercial Data Analytics **07/2009 – 09/2012**

* Review, analyze, correct and maintain corporate hierarchy linkage.
* Data analysis by inspecting and cleansing data; identify trends.
* Populate commercial credit reports and inspect quality of data; data reporting.
* Mine databases for purposes assessing data quality and creating intelligences from data.
* Develop, track and analyze quality metrics of the commercial databases across a variety of dimensions – accuracy, completeness, etc.
* Remove fragmentation and duplication in the database; anomalies.
* Coordinate and resolve customer issues rooted in data quality; assigning correct SIC and NAICS codes.

**AT&T Tucker, GA 03/2008 – 10/2008** Business Analyst / Sales & Marketing (contract)

* Review, analyze and modify 3rd party business leads through data filtering, qualifying and coordinating delivery to increase revenue opportunities for field sales agents across a 28 state AT&T footprint.
* Identifying key market statistics; modeling data requests from marketing and sales to produce data-driven deliverables. Strategically applies list selection criteria.
* Document requirements, define scope and objectives and formulate processes to parallel overall business lead strategies.
* Analyze and manually aggregate from various sources.

**Bank of America Charlotte, NC 07/2007 – 03/2008** Contract Administrator / Supply Chain Technology Leasing (temp)

* Coordinates preparation of new contract assignments and administers existing contracts for a specific vendor or department.
* Monitoring quality of delivery and adherence to contract terms with selected vendors.
* Preparing dashboard reports and required documents for management review.
* Assist account administrators with keeping the contracts in compliance by maintaining the central repository system Ariba.

**VHA Inc. Charlotte, NC 09/2005 – 10/2006** Business Analyst/Supply Chain (contract)

* Data manipulation to correct inconsistencies.
* Aggregate data by running ad hoc queries and import into an existing SQL server database; append queries.
* Uncover key business issues and gaps with supply chain and management expectations.
* Convert results of financial and data findings to price compare through a benchmark process.

**Wells Fargo Charlotte, NC 04/20013 – 09/2005**  Financial Risk Analyst/Loss Prevention Fraud

* Indicate fraud behavior not being detected by current strategies by using Falcon and mainframe.
* Implement strategies of further risk by putting a hold on the card activity until the customer calls to confirm the transactions in question.
* Make determination if the activity in question is entail with the customers usually transaction behavior.
* Implement strategies of further risk by putting a hold on the card activity until the customer calls to confirm the transactions in question.

Fraud Analyst/Loss Prevention **01/2001 – 03/2003**

* Monitor and take action on potentially fraudulent, counterfeit deposits, and AML activity.
* Investigate deposited items to determine the validity once it charge back to the account/ASI-19.
* Network internally/externally with the branches to acquire additional information when necessary to make a determination.

Investigator/Loss Prevention **01/2000 – 01/2001**

* Use investigative techniques to analyze information gathered from customer to determine liability.
* Perform necessary research for the root cause of the claim.
* Make final determination of customer fraud claim by utilizing SAR and Hot Files.

New Business Administrator/Insurance **07/1998 – 10/1998**

* Facilitating the processing of new business cases from initial receipt to final implementation
* Managing information going back and forth between the sales office and the team to ensure all necessary documentation has been received.

Compliance Officer/Corporate Trust **06/1995 – 06/1998**

* Prepare and file UCC documents.
* Manage compliance deficiencies in day to day operations with problem detection and correction.
* Empower bond holders to easily access contracts, clause and other documents by maintain the repository for account administrators.

Operations Analyst / Corporate Trust **06/1992 – 06/1995**

Customer Service Rep / Brokerage **06/1992 – 06/1992**

**Mass Mutual Charlotte, NC 01/1998 – 01/2000** New Business Administrator/Insurance

* Coordinates and process Client Service requests including beneficiary, ownership and address changes.
* Assist broker/plan holder with the completion of Case Profile; initiate licensing paperwork.

**Education** Bachelors of Science Computer Information Systems – Homeland Security, Roswell, GA