**Tonya R. Sanders**

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*Objective: Motivated, dedicated and results-focused individual with supervisory, analytical, customer service and administrative experience who seeks a challenging position with an organization that provides rewarding career opportunities and/or professional growth.*

**Education**

Wakulla Highschool

Diploma Earned – May 1991

Tallahassee Community College

General Studies

**Work History**

**Florida Department of Revenue**

**Government Analyst II (GTA)/Business Analyst**

**January 2016 – Present**

Serve as a member of the Business Technology Office, Data Support Services team providing BA services associated with reporting and data analysis; created project documentation (functional specification documentations); identify requirements, ensure code accurately reflects desired outcomes.

**Florida Department of Revenue**

**Operations Review Specialist (CSE)/Business Analyst**

**March 2013 – Present**

Follow the software development life cycle for Operations and Maintenance projects (Project Prep, Business Blueprint, Realization, Final Preparation and Production Implementation; Act as a liaison between Enterprise System Support, other CSE Program staff, technical/contract staff and outside agencies including federal and state partners regarding SAP/CAMS system requirements and functionality; Lead and facilitate meetings and workgroups; Prepare and submit documentation for management as required or requested; Assess incoming Change Requests/Support Requests and incidents (defects) to identify Business Processes and functions affected; Develop test scenarios, test scripts and test cases (conditions); Execute tests, evaluate results and record problems; Write, review and update Functional and Technical Specification Documents; Analyze enhancements and defects to determine the high-level scope and make priority recommendations to the Business Process Owner and other members of management.

**Florida Department of Revenue**

**Operations Review Specialist (CSE)/Contract Management**

**December 2008 – February 2013**

Create, publish & distribute CSE's Privatization Report; Lead and facilitate teams and meetings to develop Quality Assurance Monitoring plan for the State Disbursement Unit and Legal Service Provider (LSP) contracts; Establish & implement monitoring plans including tool development; Make presentations to management as needed; Write, develop and maintain Standard Operating Procedures; Assist in tracking and responding to PAILS Help questions; Serve as testing manager/lead for PAILS/FLORIDA changes - this includes entering data (case creation) into the FLORIDA Acceptance/test region, monitoring results and communicating same to PAILS Administrator, Business Process Owners and technical staff, data cleansing efforts for PAILS data prior to CAMS II implementation, Functional Specification document reviews to support Business Intelligence (BI) Report in CAMS, Identifying and helping to manage the legal referral process during the cut-over period associated with the implementation of CAMS II (our SAP system); post CAMS go live have served as unit 'go to' person for CAMS assistance, Production Verification for BI data associated with legal referrals and identify issues with system functionality (this requires generating BI reports and performing case and activity level research in CAMS CRM); monitor timeliness and accuracy of entries (for payment purposes); Create job-aid templates and deliver presentation to region staff associated with LSP (and Genetic Testing) BI reports owned by Contract Management, receive and respond to questions associated with legal referrals (and usually payment related), currently tasked with User Acceptance Testing (UAT) for Conduct Genetic Testing CAMS BI report; other duties as assigned.

**Florida Department of Revenue**

**Government Analyst II (CSE)/Compliance Process**

**June 2007 – December 2008**

Business Process Owner (BPO) for Compliance Determination and Overpayment Resolution sub-process. Analyzed processes, procedures and systems in an effort to improve Compliance work process; Collected and evaluated facts and data, documented workflows, identified gaps and made recommendations for changes to policy/procedures, state and/or federal laws or rules as well as system changes; Identified strategic goals, objectives and tasks for implementation in operational and business plans to assist with meeting established targets; participated in, lead and facilitated teams and work groups tasked with researching and implementing new business strategies; communicated and coordinated with appropriate contacts to solve operational and systemic problems; Provided quality support; Made recommendations based on trend analysis and data evaluation; attended monthly pre-brief (PROMPT) meeting to discuss monthly CSE performance; Worked closely with staff from Operational Procedures and Training to write, update and deploy new and/or revised training material and procedural documents; Consulted with process administrators, other BPO's, Program Office and regional staff in an effort to coordinate activities and resolve problems; Compliance Lead for development and implementation of Business, Professional, Recreational (BPRVR) license suspension into CAMS (CSE's Automated Management System – SAP) - This included gathering and documenting system requirements (PRLs), policy and procedure, form development, training, communication with external partners and partner agencies; Participated in Pre JADs (Joint Application Design Sessions) and JADs for development of CAMS II to ensure 'as is' and 'to be' process was captured; monitored Compliance internet page for accuracy of content and compliance with plain language standards.

**Florida Department of Revenue**

**Revenue Administrator II (CSE)/Central Registry**

**November 2004 – May 2007**

Directed operational activities for statewide process tasked with the Case Creation of responding interstate child support cases; On a daily basis, responsible for allocating the workloads and ensuring proper workflow and staffing for eleven (11) direct reports, which included all aspects of recruitment & selection and associated personnel actions. Unit processed approximately 1400 incoming interstate cases, 3,000 pieces of general correspondence and 100 calls/emails on a monthly basis; Analyzed & QA'd employees' work product and workflow to identify efficiency and/or training opportunities; implemented new or revised procedures in an effort to streamline workflow; Motivated and evaluated employees regarding individual and unit performance; Created and deployed unit training materials; Ensured interstate case actions were accurately processed and in accordance with federally established timeframes (10 business days or less); Evaluated, analyzed and proposed policies for process and performance improvement; Developed, maintained and implemented strategies for the Case Creation Business Process; Tracked progress, analyzed risks, collected data and provided feedback for unit and statewide operational changes; Lead and facilitated meetings and trainings; Acted as the primary liaison with the Central Registries in other states, countries and territories; Researched laws, policies and procedures to resolve escalated complaints; Participated in Knowledge Based Leadership (KBL) teams; Served as a Presenter for annual Eastern Regional Interstate Conferences; Worked on special strategies to maximize efficiencies and improve performance; Participated in Case Creation JAD (Joint Application Design) and pre-JADS documenting 'as is' and 'to be' workflows and business requirements for CAMS phase II.

**Florida Department of Revenue**

**Government Analyst I (Executive Office)**

**September 2002 – November 2004**

Served as a liaison for the Department of Revenue to Legislative offices in an effort to resolve complex child support inquiries that had escalated; researched and investigated complaints related to all aspects of the Child Support Enforcement business processes; Identified resolution and then coordinated resolution between local offices, custodial/noncustodial parents/employers and other customers; Monitored pending actions to ensure complete problem resolution; Extensive phone contact with internal and external customers; Established good working relationships with staff in the CSE Program Office, local offices and Legislative offices, which required the use of excellent communication and negotiation skills and the ability to be self-motivated while working independently; Participated and facilitated DOR teams and work groups as needed; Participated in the development and testing of a web-based database used to track legislative inquiries (received statewide); Acted as DOR's Recognition Team Facilitator, which required me to assist with meeting organizational objectives; assisted with the development of all written materials and communications promoting DOR's Recognition Team; Tracked team tasks and associated due dates; Maintained Team Communication Plan identifying target audiences, key messaged, due dates and communication type/medium; Assisted with preparing documents and PowerPoint presentation for Revenue's Management Council (RMC) for Recognition budget approval.

**Florida Department of Revenue**

**Management Analyst II (CSE) – Program Office Customer Service**

**May 2000 – September 2002**

Served as a liaison for the Department of Revenue to Legislative offices, the Federal Office of Child Support, the Governor's office in an effort to resolve complex child support inquiries that had escalated; researched and investigated complaints related to all aspects of the Child Support Enforcement business processes; Identified resolution and then coordinated resolution between local offices, custodial/noncustodial parents/employers and other customers; Monitored pending actions to ensure complete problem resolution; Extensive phone and written contact with internal and external customers; Responded to inquiries using MS Word, email and communicated via telephone; Resolution of inquiries required me to discuss and explain the purpose, scope and goals of the program as well as operation activities that may have been warranted in accordance with federal and state statutes; Performed extensive policy research, FLORIDA case review and investigation; Facilitated discussions on policy changes in unit meetings; Utilized independent judgment and problem-solving skills; Special Assignments: Compiled, analyzed and distributed weekly and monthly call center data/reports for 10 call centers - queried raw data from ACD phone system and AT&T, reviewed data and created charts for Program Management and Executive Briefing which reflected the individual center's performance (answer rate, talk time, wrap-up time, resolution rate); Data was also rolled up to reflect the overall customer service performance; Assisted with the development of the business case for centralization into one statewide call center.

**Florida Department of Revenue**

**Administrative Assistant I Coordinator (GTA)/ SUNTAX Project Office**

**April 1999 – May 2000**

Responsible for assisting SUNTAX team with all aspects of implementing a unified taxation system, which included data conversion clean up, providing front-line customer support for SAP/SUNTAX application, testing the system for user acceptance and functionality, enhancements of system functionality; scheduled and attended Project meetings; direct supervisor of the unit Staff Assistant and OPS personnel - Coached, mentored, motivated staff while addressing all personnel matters; Acted as office manager overseeing daily operations of the unit; Monitored and assisted with managing unit budget; Performed various clerical tasks such as scheduling, attending meetings and recording minutes, making travel arrangements, handling purchasing matters; Created courses and entered SUNTAX training attendance information into Registrar; Served as the point of contact for all Human Resource issues including Recruitment & Selection, Employee Relations, Payroll, Attendance & Leave; Served as property contact; Acted as the building Safety and Security Liaison.

**Florida Department of Revenue**

**Sr. WPSO/Staff Assistant (GTA) – Returns & Revenue Processing**

**February 1997 – April 1999**

Served as lead support person to a high-volume remittance processing section for 3 Administrators, 5 line Supervisors, 3 Coordinators and approximately 200 employees. Distributed and coordinated work for Sr. WPSO and OPS clerical support personnel, served as contact for all Human Resource issues including Recruitment & Selection, Payroll, Leave & Attendance, Employee Relations (corrective/disciplinary actions) and the Inspector General's office. Maintained records and archived documents in

**Sr. WPSO/Staff Assistant (GTA) – Returns & Revenue Processing (Cont’d)**

accordance with established laws, rules and procedures; Tracked performance appraisals and ensured timely submission; Audited all timesheets and maintained leave balances for all 200+ employees; Reviewed all hiring packages which included calculating and tracking rate impact; Acted as the office manager of the building handling all aspects of equipment installation/repair and building security; Monitored and assisted with management of unit budget; Served as the unit's "super user" and helped to resolve computer/software problems; Performed general clerical duties (created charts, graphs, memorandum) as needed; Acted as team lead for unit support staff; attended meetings and recorded minutes; Made travel arrangements and processed travel documents as needed; Assisted with property inventory and management, other duties as assigned.

**Lehman, Moore, Ellison & McDuffie**

**September 1996 – February 1997**

Responsible for phone and front office reception; basic tax and correspondence preparation; coordinate runner errands and delivery schedules; provided basic bill pay and checkbook reconciliation for several of the firm’s clients; process the firm’s receivables and payables; other duties as assigned.

**Florida State University**

**Seminole Boosters, Inc.**

**February 1992 – August 1996**

During the first year of employment I was limited to providing clerical support, acted as back-up to processing incoming mail/payments, greeted donors and phone reception. During subsequent years, I was assigned additional responsibilities, which included: Supervising front desk staff; ordering and distribution of basketball parking permits; sole responsibility for issuing disabled parking for FSU football games; bookkeeping and billing for $50,000 Endowed Scholarships; Created and distributed fundraising reports for the Major Gifts Campaign; Worked a variety of Booster events and checked guests in; Coordinated Monday Booster Luncheons, which consisted of securing head table guests, Civic Center booking and billing, selling luncheon tickets, reconciliation of bill, sold/comp tickets and bank deposit; Coordinated gift mailings for Bullpen and Tip-Off Club Members; Coordinated Booster Tag mailings; Provided general clerical support to Booster President and Fundraising Director

**Skills:**

Microsoft Office products (Word, Excel, PowerPoint)

Tableau (reporting/data visualization)

Extensive computer skills

Customer service

Meeting leadership & facilitator skills

Presentation skills

Supervisory & management skills

Trained in a variety of problem-solving methodologies

Analytical skills

Interpersonal & communication skills

Management & Human Resource skills

Ability to be detail and task oriented

Excellent time management skills

*\*References available upon request.*