

Elizabeth Robinson

NYC Metro Area

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PROFESSIONAL SUMMARY

Accomplished data professional with over five years of experience in customer data management, analytics, and business operations. Adept at driving data-informed decision-making and supporting business growth by designing and maintaining analytic and financial reporting dashboards to track customer performance and revenue. Proficient in leveraging advanced analytics tools and methodologies to support data democratization, reporting optimization, and business process enhancement. Strong communicator bridging the gap between business needs and technical implementations and providing comprehensive training and support to internal and external users.

- User Acceptance Testing
- Project Management
- Business Intelligence
- Data Analysis and Visualization
- Web and App Development
- UI/UX Design Fundamentals
- Reporting
- Process Automation
- Data Quality Assurance

TECHNICAL SKILLS

Programming Languages: VBA, Python, SQL, JavaScript, HTML, CSS

Data & Business Intelligence Tools: Excel, Power BI, Excel, Oracle ERP and BI, Microsoft Power Platform (BI, Apps, and Automate), Tableau, MongoDB

Frameworks and Libraries: Bootstrap, Tailwind CSS, Node.js, Express.js, React,

Cloud Platforms and Development: Microsoft Azure, GitHub, VS Code

Other Technologies: ServiceNow, Git, Figma

PROFESSIONAL EXPERIENCE

Securitas USA, Inc. | Parsippany, NJ

Sr. Business Analyst

July 2018 – Present

- Manage a Global Account Sales AR portfolio, generating over \$600M in annual sales revenue through effective oversight of Invoice-to-cash processes and diligent monitoring of client credit risks, resulting in optimized AR collections strategies and comprehensive financial reporting.
- Built and maintained automated processes with MS Power Automate to distribute receivables data to the field and stakeholders to streamline the collections process.
- Converted receivables data from Excel to Dashboards in Oracle BI with real-time data updates to decrease DSO by 20%.
- Leads quarterly AR training for new global directors and managers, and aids in Financial Operations onboarding with new hires and interns. Enhances process efficiency by developing and maintaining SOPs in SharePoint for optimal AR management and collections.

Credit Analyst

July 2018 – October 2018

- Conducted credit evaluations using Dun & Bradstreet, financial statement analyses, and Salesforce for new and existing clients, providing business continuity recommendations based on credit risk assessments and profitability scoring.
- Assessed Request for Proposals (RFPs), focusing on reporting requirements, non-standard invoicing requirements, payment terms, Service Level Agreements (SLAs), audits, and terminations.
- Maintained a monthly Top Exposure client list based on credit ratings and distributed weekly Receivables reports calculating the Days Sales Outstanding (DSO), Best Possible DSO, and Average Days Delinquent (ADD).
- Established internal controls within Financial Operations to ensure Invoice to Cash processes comply with internal audit and compliance requirements.

Buyer

August 2017 – July 2018

- Served as the primary contact for over 600 branches in the US and Canada, facilitating uniform inquiries and vendor communications to expedite orders and resolutions.
- Processed over \$2 million in vendor invoices monthly in PeopleSoft, ensuring accurate and timely supplier payments, and compiled cost transfer reports for internal department billing accuracy.
- Assisted the Senior Purchasing Agent in managing Global Client Americas and Multi-Regional accounts' Uniform profiles, preparing RFPs, and spearheading special projects to enhance field officer onboarding processes.

EDUCATION AND TRAINING

University of Mississippi

Bachelor of Business Administration
Minor: Economics and Political Science

2017

NPower: Path2Tech

Full-Stack Development Program

2024