|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | | | Technical Skills |  | |  | Tennille Williams  oRGANIZED cREATIVE dECISIVE motivated analytical  **Personal Projects**  *Personal Website*  *Frontend Developer*   * Built [Personal Website](https://tennwilliams.github.io/TennilleWilliams/) using JavaScript, HTML, and CSS * Design and code user interactions on web pages * Design and implement UI components for web applications * Set-up code management tools such as GitHub   **React ToDo List**  *Frontend Developer*   * Used React Functionality to create a styled weekly activity list * Designed components that allows you to add/remove activities * Used CSS to style the list adding click effects to buttons and hover effects to change the color   **Professional Experience**  Travelers Global Operations Solutions & Delivery, Richmond, VA  *Business Process Analyst, Sourcing Operations, January 2022-Present*   * Support and problem solve for the day-to-day execution and initiatives for sourced work post-migration * Point of contact for Strategic Partner providing process–level expertise * Identify process improvements to remove no value-added tasks and streamline processes * Responsible for continuous process assessment to identify opportunities to streamline, automate and/or realign processes to drive savings or scale * Partner with key areas to participate in business requirement sessions, review and evaluate ideas, provide recommendations for implementation and support execution * Make procedural update and provide knowledge transfer * Responsible for analyzing feedback, quality and performance results for trends, providing coaching to improve results and deliver better customer and business partner experiences   *Sr. Field Operations Support Analyst, Domestic Operations, April 2015-January 2022*   * Collaborated with team and across the enterprise to manage project objectives and initiatives * Proactively identified, initiated, and implemented all updates to workflow, processes, and procedures * Provided expert level knowledge of processing and/or underwriting support activities with the authority to manage remote processing onshore/offshore * Instructed vendors and stateside team on procedures ensuring no ambiguities exist * Mentored/trained vendor staff and stateside employees * Served as Liaison across BI Operations |
| MERN Stack (MongoDB, ExpressJS, React, NodeJS), CSS, HTML, JavaScript, PowerApps, Unit Testing  [GitHub](https://github.com/TennWilliams) [Portfolio](https://tennwilliams.github.io/TennWilliams/) | | | | | |
|  | C O N T A C T | | | |  |  |
|  | | [Tennwilliams917@gmail.com](mailto:Tennwilliams917@gmail.com) | | | |  |
|  | | (917) 945-0717 | | | |
|  | | [LinkedIn](https://www.linkedin.com/in/tennille-williams-bk917/) | | | |
| Richmond, VA | | | | | |
|  | | | | | |
|  | | E D u c a t i o n | | |  |
|  | | | | | |
|  | | MIT XPro Professional Certificate in Coding: Full Stack JavaScript Development with MERN 2023 | | | |
|  | | Pace University MS-Computer Science 2005 BA-Computer Science 2003 | | | |

