

CLARISSA ATIENZA

p. (780) 238-1884 e. atienza.c@gmail.com s. [linkedin.com/in/clarissaatienza/](https://www.linkedin.com/in/clarissaatienza/)

SKILLS HIGHLIGHT

Process Analysis & Mapping
Workshop Facilitation
Interpersonal Skills

Requirements Gathering & Analysis
Robotic Process Automation (UiPath)
Excellent Communication Skills

User Acceptance Testing (UAT)
Process Documentation
Bilingual (French-English)

PROFESSIONAL EXPERIENCE

Junior Business Analyst

Sep 2018 to Aug 2020

CGI Inc. Edmonton, Alberta

As Business Analyst, I completed a large variety of tasks. This included helping project managers coordinate multiple teams and priorities within and between projects, acting as liaison between teams, participating in Scrums and providing input and feedback on priorities and clarifying requirements, and producing various reports as requested. In addition to specific BA tasks, I remained flexible and adaptable to support my teams with a cross-functional and collaborative mindset.

- Facilitated process selection workshops, deep dives, and customer interviews/observational interviews.
- Delivered two process deep dives, four process maps, and ran project sprints to fully automate two processes within project deadlines and estimated hours. The introduction of Robotic Process Automation (RPA) saved our client 0.5 FTE.
- Gathered information to refine into detailed requirements, communicated with development team, and led Scrum meetings with internal and external contacts to keep development moving on schedule as much as possible.
- Created test cases and scripts and completed test scenarios, providing detailed documentation on errors found.
- Utilized strong communication skills to both gather preliminary information from clients and distill that information into clear “as is” and “to be” process documentation. Created process maps where needed with Visio.
- Contributed to the development of internal process improvements for RPA work resulting in the use of screen and audio to comprehensively capture and understand client processes.
- Contributed to two RFPs, beginning as an early stage reviewer and graduating to a later-stage reviewer, acting as a final check that all mandatory and recommended information was included and clearly communicated.
- Familiarized with software development lifecycle, and both Agile and Agile-waterfall hybrid project management methodologies.
- Elected President of CGI’s Internal young professionals’ group (CGI NEXT); joined Women of CGI and Diversity & Inclusion committees as a liaison between groups.

Human Resources Assistant

Jun 2017 to Sep 2018

Culture and Tourism Government of Alberta, Edmonton, Alberta

As an HRA, I gained a greater appreciation for process and detailed work. Supporting my team of HR consultants and leadership required flexibility and at times a quick shift in priorities to respond to situations as they developed. I also helped to manage relations between our HR office and our line area clients.

- Provided full-cycle recruitment including job description drafting, job ad creation, screening, interviews, and hiring for a complete unit of 1 supervisor and 2 subordinates. Also provided main HR support for the French-language department as the only French-speaking HR person on staff.

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Disciplined | Analytical | Curious

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- Produced a variety of staffing correspondence including offer letters, secondment agreements and job evaluation memos.
- Expanded skill set by taking part in screening competitions, conducting reference checks, and drafting job evaluations.
- Drafted a briefing memo with cost forecasting for several implementation options and recommendations for the implementation of a new Long Service and Retirement program.
- Recruited and onboarded 3 new hires within the client's timeline. Conducted a job audit & classification, created the job posting, screened applicants, completed interviews and issued job offers.

Workforce Strategies/HRMIS Coordinator

May 2016 to Jun 2017

Culture and Tourism, Government of Alberta, Edmonton, Alberta

As HRMIS Coordinator for the Workforce Strategies unit within Culture and Tourism's HR shop, I had a varied job description. Often changing focus and shifting priorities based on what leadership required, much of my work was a combination of day-to-day operations and HR program administration, and creative problem solving and innovation to clarify data and create usable reports.

- Researched and implemented the use of Zoom webinar technology, provided on going technical support and moderation for 12+ large-scale events. Benefits of launch included 130+ participant Virtual DM Townhalls, split in-person, virtual manager meeting, training webinars and the adoption of virtual meetings as a valuable resource.
- Generated HR reports from PeopleSoft a Human Resources Management Information System (HRMIS) to support workforce planning and the improvement of operational activities.
- Contributed to the prototype of an HR Information Dashboard to simplify management's access to key HR data & metrics, by collaborating with and incorporating ideas from other ministries to support strategic planning.

Human Resources Administrator & Interim Human Resources Generalist

Mar 2015 to May 2016

Goodwill Industries of Alberta, Edmonton, Alberta

Supported team with job postings, pre-screening, screening, selection, and writing & presenting job offers. Collected and prepared market research and recommendations. Accepted 3-month assignment as the sole HR support to 630+ employees and 11 front-line managers.

- Created, promoted, and implemented an electronic employee record filing system, developed the file naming convention, and document storage & retrieval process. Decreased file processing time by 60% and increased file accessibility and security of information.
- Collected market research and prepared a report with recommendations on C-suite total compensation in comparable industries, resulting in a report to the board of directors.
- Partnered with managers on performance management, training, coaching, and assorted HR matters.

EDUCATION & PROFESSIONAL DEVELOPMENT

I am currently enrolled in the Business Analyst Certificate at NAIT, culminating in an IIBA Business Analyst Certification.

Business Analyst Certificate, NAIT

Estimated completion February 2021

Bilingual Bachelor of Commerce, University of Alberta

2014

Dale Carnegie Interpersonal Relations

2009