

ALYSON ORTA

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SUMMARY OF QUALIFICATIONS

Self-motivated, creative, and organized business graduate with over 9 years of business analysis, customer service, training, and administration experience.

EDUCATION

Bachelor of Science, FRANKLIN UNIVERSITY, Columbus, OH, August 2017
Major: **Business Administration**

WORK EXPERIENCE

Nationwide Insurance, Columbus, OH (contract position)

Process Management Specialist December 2019-Present

- Analyze information from multiple applications and databases to determine when a new Third-Party entry needs to be created
- Audit current Third-Party information to ensure that database entries are up to date
- Reviewing current process and presenting potential automated solutions to increase efficiency

InsureZone of Texas, Inc., Fort Worth, TX (remote position)

Business Analyst November 2016-October 2019

- Elicited requirements from external clients and worked with the development team to implement the requests
- Performed quality assurance testing on software development and gave final signoff for items to be promoted to production
 - Development and releases performed using Agile/Lean methodologies
- Generated, analyzed, and improved daily reports that were sent directly to company CEO
- Performed technical support for internal and external system users
- Ensured prompt completion of customer requests and reduced average turnaround time by 25%
- Acted as liaison between customers and development team ensuring that functionality was delivered on time and on budget

Nationwide Insurance, Columbus, OH

Commercial Lines Analyst February 2014- November 2016

- Created Job aids and trained internal associates on retail agent quoting system (iQuote)
- Submitted and monitored all technical work items with vendor and held vendor accountable for timely completion of items
- Provided onboarding support for new users of agent quoting system
- Created and performed quality audits to ensure SLA's were met and that the work completed was valid
- Generated and analyzed phone metric data and presented my findings and recommendations to executive leadership
- Initialized requirements to agent quoting system by working directly with vendor
- Completed user acceptance testing on Commercial Lines application for quality and accuracy
- Special Projects
 - Created training videos for retail agents on quoting system (iQuote)
 - Designed and implemented associate resource website
 - Worked as liaison between IT and iQuote team to test/ implement new functions
 - Assisted in facilitation at Nationwide Academy for iQuote material

Fairfield National Bank, Lancaster, OH

Assistant Branch Manager January 2011- February 2014

- Supervised branch tellers
- Generated and analyzed reports for both branch and company use
- Sold and opened installment and mortgage loans as well as personal and business banking accounts
- Performed administrative tasks such as responding to branch e-mails and writing branch monthly schedule
- Strategized with branch manager regarding decisions affecting the branch
- Ensured branch followed proper audit procedures
- Trained and on-boarded new branch employees