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| **Elsa Bengu** | | |
| 904-525-4805 | 3295 SW Avalon Way, Seattle, WA 98126 | elsabengu@att.net |
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**Experience**

**AWS Financial Analyst II**, *Amazon,* Seattle, WAJune 2019 - Present

* Managed headcount and operating cost for various Amazon Web Services teams
* Created the financial models of headcount and operating cost for the bi-yearly operating plan as well as monthly and quarterly adjustments
* Created the risk and opportunities models based for global capacity allocations
* Tracked operating cost and headcount weekly and published a weekly report of findings and recommendations to leadership
* Implemented productivity metrics for variable headcount on AWS Support globally
* Analyzed employee expenses and adjusted business expansion to move capacity to underutilized locations with lower costs

**Area Manager II,** *Amazon,* Kent, WA July 2018 – June 2019

* Oversee shift performance hitting a daily average volume of 300k units
* Directed day-to-day operations focused on attainment of key business metrics, continuous improvement initiatives and 150 member management team with related direct reports
* Strengthened performance metrics tracking and analysis to enhance tactical and strategic company plans
* Identified and resolved unauthorized, unsafe or ineffective practices by inspecting production areas regularly
* Managed, trained and motivated Area Managers and Process Assistants to continuously improve knowledge and abilities in the Inbound Operations field

**Area Manager I,** *Amazon,* Kent, WA July 2017 - June 2018

* Implemented policies and standard operating procedures for continuous improvement
* Conducted orientation sessions and organized on-the-job training for new hires
* Communicated all learning and performance objectives, schedules and training assessments to upper management
* Analyzed effectiveness of training programs and recommended updates
* Maximized productivity and management systems by establishing specific goals and managing operations
* Spearheaded quality control measures to minimize downtime
* Managed and allocated staff and material resources to meet production goals
* Led warehouse improvement initiatives to advance operational efficiencies and increase revenue

**Financial Analyst**, *ERA3 LLC* July 2016 – January 2018

* Administered accounts payable, conducted general ledger and bank reconciliations and prepared monthly sales and used tax returns
* Identified variances to budget and recommend corrective actions and strategies to avoid overruns and maintain positive cash positions
* Reviewed monthly requisitions for accuracy and completeness, reconciled transactions and determined payment approval statuses
* Collected data and developed detailed spreadsheets to identify trends and create revenue, profitability and expense forecasts
* Improved financial status by analyzing results, monitoring variances and recommending actions to Owners
* Analyzed financial information related to payroll, capital projects, operating expenses, professional service contracts and office supplies and equipment to examine budget needs
* Reviewed weekly and monthly budget performance reports, ensuring all departments and agencies operated within allocated budgets and investigated excessive expenses and reporting discrepancies
* Identified risks associated with projects, contract approvals and other client accounting issues

**Graphic Design Manager**, *Seminole Creative,* Tallahassee, FL June 2016 - May 2017

* Recruited marketing, advertising, and studio art students for the graphic design team in Seminole Creative
* Trained team members in the design programs used for the creation of promotional media used in client campaigns
* Planned the different design projects for various clients with the team and supervised the progress made by the team
* Assessed the team members’ work and made editions prior to submitting designs to clients for final approval

**Project Coordinator**, *Seminole Creative,* Tallahassee, FLFebruary 2016 - June 2016

* Conducted market research using SWOT analysis to see where clients stood among competitors
* Implemented a variety of creative and interactive guerrilla marketing campaigns to increase Florida Shines’ presence among Florida State University students
* Designed marketing media for various guerrilla campaigns and worked with graphic design team to create final version of marketing media for guerilla campaign

**Education**

**Florida State University**, Tallahassee, FL May 2017

B.S. in Finance

B.S. in Marketing

**University of Washington**, Seattle, WA Expected February 2020

Certificate Program in Full-Stack Development

**Skills and Abilities**

**Languages**: Albanian (Fluent) , English (Fluent)

**Certificates**: Bloomberg Certified

**Skills:** Microsoft Suite, HTML, CSS, JavaScript, SQL, Tableau

**Affiliations**

American Marketing Association August 2015 - Present

**FSU Chapter** **Vice President Finance for 2016-2017**