1. \* This position will be required to assist teams in reimagining and redesigning business processes through the customer lens. Please describe how you would approach and facilitate this engagement.

In my roles at Amazon, Oregon State University and Cambia Health Solutions I have been fortunate to be involved with a number of large projects to help reimagine and redesign business processes. I would approach this relationship through developing relationships and positive communication. I also would work to understand their needs and how we could help them. Genuinely caring and being passionate that you are building something useful reliable and good is incredibly important. When you are re-designing or reimagining a process and you care about the product it makes working with customers easy.

I think that one of the most important things to facilitate understanding through the customer lens is to develop strong relationships and communication channels. At Oregon State University and Amazon I have developed products for different departments and end users. While working at the OSU Basic Needs Center I helped to rebuild a software tool that is used by students across campus. It would not be practical to reach out to thousands of students so in this case I worked with a smaller subset of students often relying on student employees in Student Life for early feedback. I have also worked on smaller business projects used by internal employees. One of these was developing a business analysis tool for OSU Transportation Services. In this case, I worked directly in the office and my manager and his team who also were the end users of the product. In this environment it was easy to get feedback as we are able to communicate every day. If hired for this role I would work to develop this type of personal communication and take into account the people that I am working with and what their needs are.

I also think gaining feedback along the way is very important. In my current role at Amazon we are reimaging and building a large software platform. What has been incredibly important is to develop and role out changes incrementally. In Software Engineering this process is often called continuous integration or continuous development and it may not always be the correct solution but can be very effective in the correct environment. An example where we rolled out in much slower phases was a billing application I worked on at Cambia Health Solutions. In this case a slower and more stable process was necessary to prevent costly mistakes. In entrepreneurship this process is often referred to as creating a minimum viable product with the idea being you don’t totally know what a customer wants until you get your product out there and receive feedback from them. The further along you go with an idea that might not work the more cost and time you sink into working on something that may need changes.

    At Amazon we have facilitated engagement by working closely with a test group of managers engineers and employees we meet with. We also have a ticketing system that allows anyone to submit a feature request, bug request or other necessary change to the system. Finally, I work closely with our project manager, graphic designer and team so that we respond to all of the feedback we receive and make sure that everyone feels heard. Many of our features are complex and so we are not able to fit them into a current business quarter and are often moved further along. I have found it is very helpful to let customers know the status of their request.

To summarize I would work to create strong communication channels, bring the customers into the development process and deploy often if that is possible. I also think gathering feedback is incredibly important. I really love the OSU community and have found everyone to be so helpful. In my last role at the Basics Need Center I worked closely with the OSU Library and the OSU Bookstore on an important project to provide access codes and textbooks to students experiencing financial difficulties. It was a complex project that involved digital and physical innovation. I was able to develop strong relationships and friendships with people across the departments and it made it such a joy to work on a potentially challenging project. I would love to speak more about my thoughts on reimagining and redesigning business processes through the customer lens.

1. \* One of Oregon State University’s Core Values is Diversity: our ability to welcome, respect and interact with other people. Describe how your background and experience has prepared you to be effective in an environment that values diversity.

I think that there are a number of key aspects of my background that allows me to be effective in an environment that values diversity. One of the main ones is my previous professional and personal experience growing up and working in a diverse environment. Working in a diverse environment is something that I love and have tried to seek out in my friendships, professional and academic work. The ability to welcome and interact with people from all types of cultures has been something that has enriched my life and helped me to grow as a person. At OSU I have been fortunate to work with students, faculty and staff as an Instructor, Teaching Assistant and mentor for EECS Senior Capstone Teams.

A few specific examples include an internship I did working with the Legacy Health System Supply Chain. I was fortunate to work on a project to increase opportunity for Minority Owned Businesses to work with Legacy Health System. What was exciting about this role is that even though it had a high focus analyzing past data it had a high social component. The first steps of my position included gathering past supply chain customer records and adding them to a centralized database. Once I had gained a better understanding of the current vendors I was able to meet with minority business owners to learn first hand about the barriers they faced trying to do business with a large hospital. From this work I was able to put together a plan to track supply chain data, make it easier for minority owned businesses to work with Legacy Health System and present this to hospital leadership. This plan was adopted and is now an integral part of their supply chain.

Being a part time instructor has allowed me to keep learning and implementing new ways to create a welcoming environment. I just finished teaching a new business course. As a first time instructor in the Department the Dean sat in on one of my courses. She wrote this as part of my review, “You do a wonderful job creating an open, welcoming, supportive atmosphere. It’s clear your students feel at ease.” I was excited to receive this feedback, especially given how nervous I was having the Dean sitting in on my class.

In my roles in Student Life, I most recently worked at the OSU Basic Needs Center. In my role here I helped redesign a number of processes including their Food Pantries, Textbook Lending Program and Basic Needs Navigation. One of the major programs I helped rebuild involved how we gather and use student data. In this role I worked first hand with students, staff and faculty across OSU and the Community. In my role the data was very personal student experiences and struggles that has really helped me learn about the challenges faced by students on a day-to-day basis. I think I would be able to bring this knowledge, passion and empathy to my role as a Business Analyst at OSU.