



BRIDGETT L. SAMPSON

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INNOVATIVE BUSINESS ANALYST

Engaging business analyst with an 8 year track record as an innovative change agent. Demonstrated competence in driving process infrastructure development and the design of new business models while effectively managing existing processes.



Recognition for ability to align strategic recommendations with corporate objectives, mission, and culture. Equipped with a unique system integration and implementation skill set due to an extensive and progressive career in the "world's apart" industries of telecomm and nonprofits.

POSITION TARGETS:

Business Analyst • Process Analyst • Organization Developer • Culture/Change Manager

ORGANIZATION TARGETS:

Information Technology • Human Services

OBJECTIVE:

To contribute and leverage my skill set in a leadership role that significantly impacts the capacity of organizations to execute.

Personal Value Statement:

"It doesn't matter if the organization provides human services or delivers I.T. solutions, I believe the capacity to execute in the 21st century is a matter of process infrastructure being properly aligned with strategic objectives and supported by robust technology. The added value I bring is based in my ability to function as a liason to facilitate issues and deliver innovative solutions that bridge the gaps between business goals, process structure, and technology."

VALUE-ADDING COMPETENCIES

Business/Process Analyst

- Process Reengineering
- Conflict Facilitation
- AGILE/WATERFALL
- Develop KPIs
- Requirements Mgmt....
*Gather and Negotiate
Technical, Functional, &
Business Requirements*

Organization Developer

- Design Structure to Execute
- Advisor to Senior Execs
- Integrate Internal Controls
- Full Life-Cycle Projects
- Critical Info Analysis...
*Interrelationships, Gaps,
Inhibitors, Capacity, Workflow,
Escalation, Conceptual, & Scope*

Culture/Change Manager

- ADKAR Change Mgmt
- Communications Planning
- Stakeholder & SME Interviews
- Training, Develop & Deliver
- High Value on Collaboration
- Scalable, Global Processes...
*Standardization, Compliance,
Productivity, & Simplification*

PROGRESSIVE CAREER CHRONOLOGY

Independent Consultant

FCCC INC. (HUMAN SERVICES, NON-PROFIT) / BIRMINGHAM, AL

AUG 2003 – present

BUSINESS ANALYST/ORG DEVELOPER

...OFFICE OF THE CEO

2009 – *present*

PROJECT SPECIALIST

... FINANCE DIRECTOR

2005 – 2008

PROJECT MANAGER

...CHIEF OF STAFF

2003 - 2005

2012 ... Large-Scale, Enterprise-Wide Implementation of a new problem & change management system. Leading process reengineering. Managing phased integration to prevent interruption of ongoing operations. Lead Technical Writer. Key Responsibility: translate business requirements to optimize process design & software development.

- Led strategic planning. Designed the integration plan and change management strategy.
- Leading change management (ADKAR MODEL) & culture alignment with core values.
- Customized the AGILE Methodology to simultaneously manage business process design and software development to “fit” the client’s operational environment; deliver training

2010-2011... Designed The Compass... a strategic plan and new business model for the Office of the CEO to steer the development of a core-values based culture. The Compass included process design to correct misalignments between culture and core values in addition to elevating accountability for culture to a high-level, strategic objective.

- *The Compass* included the business model and organization development plan to establish a new strategic business unit (SBU) responsible for managing problems, change, and reinforcement mechanisms needed to bring core values to life and maintain culture alignment.
- Led process reengineering and the development of an entire process infrastructure system to provide the SBU with the structure to execute tracking and management of congruency between core values and the behavior and decisions of leaders.

2009... Ground-Zero Development of 2 Internal Departments

- Designed the business model and operations model for 2 departments which were established to build the organizational capacity needed to support expansion and growth goals through alliance partnerships and greater community involvement.
- Authored full project plan documentation including phased implementation plans and technical specification documents.

2003-2008... Deployed as a project manager and analyst resource across the organization.

- Planned and managed multiple projects; responsible for team building, requirements gathering, process design, documentation, budget, & contract negotiation.
- Interfaced with business & community leaders as a representative for the organization to build networks and partnerships for various projects and initiatives.

Senior Technical Writer/Managing Team Lead

EDS (BELLSOUTH ACCOUNT) / BIRMINGHAM, AL FEB 1998 – SEPT 2003

SENIOR TECHNICAL WRITER/MANAGING TEAM LEAD

JULY 2002 – SEPT 2003

TECHNICAL WRITER/MANAGING TEAM LEAD

APR 1999 – JULY 2002

TECHNICAL WRITER

FEB 1998 – APR 1999

- Managing Team Leader for Technical Writing Department covering BellSouth's entire 9-state region; geographically distributed & culturally diverse team
- Diagramed process flows and system architecture; documented technical specifications for SDLC; wrote use cases and sequence documents
- Conducted interviews with SMEs from various disciplines to perform process reengineering and author technical documentation. SMEs included: Sys Admins, Software Developers, DBAs, EBR, & Network SMEs; developed & delivered training
- Compiled and authored content for web-based tools; authored white papers; user guides; help desk/troubleshooting manuals; SOPs for field technical support
- Designed templates for sys admin, disaster recovery, & other operations manuals
- Full-life cycle project mgmt... from requirements gathering to end-user acceptance
- EDS-Certified Facilitator; Facilitated requirements gathering sessions with interdivisional collaboration teams; participated in JAD requirements gathering sessions with collaboration teams from HP, Sun, IBM, Accenture, BellSouth, & EDS
- EDS-Certified Compliance Officer ; Led development, implementation, and continued compliance of ISO Quality Management System

Desktop Publisher/Team Lead

PITNEY BOWES (BELLSOUTH ACCOUNT) / BIRMINGHAM, AL MAR 1996 – FEB 1998

DESKTOP PUBLISHER/TEAM LEAD

SEPT 1996 – FEB 1998

DESKTOP PUBLISHER

MAR 1996 – SEPT 1996

- Promoted to Team Lead/Supervisor within first 6 months
- Technical & Administrative Supervisor for a department of 15 employees
- Authored End-User, Training, and Process Documentation; Edited & Published SOPs and "BEST PRACTICES" Region Letters for distribution to Field Technical Support

EDUCATION

Bachelor of Finance

University of Alabama at Birmingham – Birmingham, Alabama (2008)