

WORK EXPERIENCE

SENIOR BUSINESS ANALYST

04/2017 - PRESENT

- Chicago, IL
- Capacity to effectively participate in and lead on Type 1 - 3 projects (with limited support/ direction); and Type 4 projects (with necessary coaching/ guidance)
 - Experience in business analysis in a large enterprise
 - Strong business analysis skills with a proven record of project participation and leadership
 - Conceptual mindset to challenge and automate manual steps in business processes
 - Experience working in a multi-site global team
 - Function independently and own responsibilities from front to back
 - Work to tight deadlines, and manage several tasks concurrently
 - Understand complex problems, break them down and suggest pragmatic solutions
 - Flexible approach to work, with a willingness to undertake tasks outside of core skill set

SENIOR BUSINESS ANALYST

01/2015 - 01/2017

- San Francisco, CA
- Provide functional and application expertise among a team of business solution analysts and functional solution architects to provide solutions to diverse problems for our business units professionals in McGraw-Hill Education (Oracle Application suite or other)
 - Drive and define detailed solution design based on requirements from the business
 - Work with the project manager to define, communicate and manage Risk Plans, Communication Plans, etc...
 - Work with the business teams to understand organizational & business process change management impacts due to the new technology
 - Deliver high quality, detailed business requirements, process design documentation, cost benefit analysis, and clear choice estimations
 - Ensure the use of standard methods / processes to deliver projects that adhere to the Project Delivery Process standards
 - Continually seeks ways of improving work processes

SENIOR BUSINESS ANALYST

08/2008 - 10/2014

- Houston, TX
- Build trusting relationships with internal customers by consistently eliciting requirements that meet and deliver upon their business needs
 - Be knowledgeable about HSBC business needs, the businesses of competitors, and emerging trends in the industry landscape
 - Act as the first line of contact to interface with Trading Credit Risk business users
 - Participate and assist with testing, configuration/release management, deployment, and post implementation verification
 - Proficient requirement meeting facilitator, demonstrated experience in facilitating sessions (20+ people) using techniques to help define scope and requirements during the lifecycle
 - Financial controlling (budgeting, forecasting, reporting) of Brand Operations expenses
 - Development, harmonization and enhancement of the KPI architecture

EDUCATION

WASHINGTON ADVENTIST UNIVERSITY

2003 - 2008

Bachelor's Degree in Computer Science

PROFESSIONAL SKILLS

- Experience in training design, facilitation skills, project management skills, influencing and organizational skills required
- Strong analytical skills and writing skills, to include solid experience in writing functional specifications and use cases
- Excellent and proven analytical skills, exceptional problem solving skills with attention to detail
- Strong problem solving and data analysis skills, self-motivated, strong verbal and written communication skills
- Strong customer relationship & communication skills, including strong verbal and written communication skills
- Excellent influencing skills and communication skills both written and verbal
- Strategic thinking and analytical skills required, in addition to strong written, oral, and presentation skills