

Adam R. Worzella

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SUMMARY

I am an accomplished business analyst and project manager from a Fortune 500 company skilled in achieving operational efficiency, increasing customer satisfaction, and creating solutions-oriented process improvements.

HIGHLIGHTS

- Proficient in Microsoft Suite, Essbase, Lotus Notes
- Moderate experience with Microsoft Project/PMI
- Proficient in financial data systems and analysis
- Experience with Project Management and SDLC
- Very teachable, personable, and open minded
- Highly skilled in multitasking, time management, and deadline achievement
- Analytical problem solver, always looking to learn more

ACCOMPLISHMENTS

- Created and implemented over 20 operational process improvements
- 2006 Employee of the Year
- Promotion to operational financial analyst assistant and operations leadership team
- Multiple team player and service excellence awards

EXPERIENCE

US BANK CONSUMER LOAN & LEASE OPERATIONS Oshkosh, WI

Business Analyst: 06/2006 – 01/2012

- Performed analysis related to: Quality Assurance, Risk Management, Accounting, IT Operations, Bank Services, and Audit
- Experienced SDLC and PLM – both Agile (Scrum) and Waterfall methodologies – looking to learn Cucumber
- Skilled in prioritization, benefits analysis, user requirements, design, functional, technical and testing matrix documentation
- Leadership experience and performed implementation of pre-testing, defect reporting/resolution, live-testing, and post-testing
- Participated in BCP planning, E-Commerce, Statistical Analysis, Financial Analysis, Financial Reporting, and QBA
- Process/Business Solution driven through idea recommendations and SMART objective principles
- Lead analyst representative for all bank acquisitions/mergers and private client groups
- Vendor relations advocate and lead contact
- Performed ongoing education to coworkers in relations to vendor policies, department procedures, and software updates
- Communication leadership and organization skills adapted through leading and attending many project meetings and calls

EDUCATION

Bachelors Degree: Business Administration 2006

University of Wisconsin-Oshkosh, Oshkosh, WI, USA

- Emphasis in Finance
- Coursework in Accounting, Finance, Economics, Human Resources, Marketing, Ops Management, IT, QBA,
- Member of the Finance Club

SKILLS

People Skills: Patient, honest, ethical, personable, modest, courteous, respectable, punctual, understanding

Business-Specific Skills: Agile, adaptable, driven, analytical, professional, team player, independent worker, communications