**SHARI TRIPLETT**

150 Perry Creek Drive, Jacksonville, FL 32220

904-318-5257 sharitriplett@gmail.com

**QUALIFICATIONS**

* Clear understanding of business operations and ability to work across multiple business functions.
* Proven record of recommending business priorities and advice on company options.
* Work as liaison between business partners, IT partners, Management, and End Users.
* Possess strong analytical skills needed to detect patterns and trends.
* Knowledgeable in the methods and procedures of software testing and Quality Analysis.
* Self-taught subject matter expert for Time & Attendance and scheduling system, HR policies.
* Create documentation and facilitate professional training sessions for +75,000 employees.
* High ethical standards, working diligently to complete the objectives of the business.
* Able to use persuasion, negotiation, and compromise to aid in conflict resolution.
* Foster employee engagement, providing feedback, recognition, and growth.
* Excellent written and verbal communication skills.
* Detail oriented; superior service quality; professional work ethics, maintain confidentiality.
* Proficient in MS Word, Excel, Access, PowerPoint, Outlook, Project, Hyperion, and MetaViewer.
* Experienced in PeopleSoft, Workbrain, Reflexis, Cognos, Salesforce, and WinSQL.

**EXPERIENCE**

**HRIS Analyst II,** SOUTHEASTERN GROCERS, Inc. 2018 – present

* Analyze and solve business problems, driving development of quantitative models necessary for evaluations and implementation of new strategies.
* Use data mining, model building, and other analytical techniques to develop customer insights and business opportunity.
* Translate high-level HR business requirements into functional specifications for the IT organization and manage changes to such specifications.
* Assist in HR business process redesign and documentation as needed for new technology.

**Quality Assurance Analyst,** MERIT STAFFING – Contractor at Southeastern Grocers, Inc. 2017 – 2018

* Review system design documentation and requirements, identifying and prioritizing test conditions.
* Perform testing for integration, system, regression, performance and user-acceptance testing.
* Complete testing on new development and fixes; ensures that all meet written requirements, pass usability tests, and no new bugs are not introduced.
* Create test plans, test data, test cases, and test scripts.
* Work with business analyst and developers to identify gaps in manual test coverage, providing documentation for test plans, as required.
* Verify test logs against exit criteria specified in test plan.
* Provide accurate, consistent, and constructive performance feedback to business analyst and development teams.
* Document and assess test results and defects; track defects and work with teams to troubleshoot issues.

**Workforce Management Analyst,** SOUTHEASTERN GROCERS, Inc. 2011 – 2017

* Gathered, analyzed, and documented tasks required for implementation of software.
* Provided analysis and recommendations in talent management and workforce planning for+75,000 employees.
* Monitored and analyzed job positions and headcount for +800 retail stores.
* Queried and processed data from HRIS systems; created HR Reporting for corporate and field teams.
* Collected, analyzed, and interpreted data; dispersed to recipients from management-level to executive team.
* Prepared reporting for daily, weekly, period, and YTD tracking.
* Developed, updated, and delivered HR related communications, training, and education.

**Labor & Productivity Analyst,** SOUTHEASTERN GROCERS, Inc. 2004 – 2011

* Lead point of contact for internal and external questions, policies, and procedures.
* Researched procedures and processes in testing environment prior to implementing new releases or initiatives.
* Advised managers and employees regarding HR issues, labor laws, Leave of Absence, vacation, and holiday rules for +75,000 employees.
* Comprehensive understanding of HRIS systems, Payroll, and Time and Attendance system.
* Troubleshot and resolved Time & Attendance and Scheduling issues for management and End Users.
* Used Help Desk system to monitor issues and provide functional support for +75,000 Time and Attendance End Users.
* Developed and updated documentation for policy and procedure distribution.

**Technical Trainer,** SOUTHEASTERN GROCERS, Inc. 2001 – 2004

* Conducted training classes, briefings on procedures, and training initiatives for +75,000 employees.
* Developed and facilitated training events and Train-the-Trainer Workshops.
* Identified needs of target audiences and designed effective learning processes.
* Prepared clear, precise course outlines, curriculums, scenarios, job aids, and assessments.

**Technical Manual Writer/Editor,** RCI, INC. 1996 – 2001

* Typed, edited, and proofed technical manuals.
* Documented changes and updates for new procedure implementation.

**Previous Relevant Experiences**

**Personnel Clerk,** US Navy

* Maintained personnel records; processed reenlistments, discharges, and Limited Duty.
* Proctored exams and trained personnel on policy and procedures.

**EDUCATION**

**Bachelor’s Degree, Business Supervision and Management**, **December 2017**

Florida State College at Jacksonville, Jacksonville, FL. GPA 3.91

**AA Associates in Arts**, **August 2015**

Florida State College at Jacksonville, Jacksonville, FL. GPA 3.82

**ACTIVITIES AND ACHIEVEMENTS**

**Toastmasters International Awards and Achievements, Feb 2015 - present**

Distinguished Toastmaster Award, July 2018

Area Director Role, July 2017 – June 2018

**Toastmasters Mentor/Sponsor, September 2016 - present**

Mentor - Voices of Lawtey Toastmasters, located at Lawtey Correctional Institute

Sponsor – Captive Communicators Toastmasters, located at Lawtey Correctional Institute