

SARAH DILLARD

BUSINESS ANALYST ASSOCIATE

CONTACTS

Work: (847) 491-4432

Cell: (773) 540-2920

sarah.dillard@northwestern.edu

[linkedin.com/in/sarahcdillard/](https://www.linkedin.com/in/sarahcdillard/)

1256 W Bryn Mawr, Chicago 60660

EDUCATION

Bachelor of Arts in Psychology

College of William and Mary

Williamsburg, VA

September 2002 – May 2006

SOFTWARE AND PROGRAMS

Including but not limited to:

Office Suite, Visio, SharePoint

OnBase, Adobe Acrobat Pro

Highly adaptive to new programs

CERTIFICATIONS

Northwestern Coding Bootcamp

Full Stack Web Developer Program

October 2019 – Expected April 2020

Covered to date:

JavaScript, jQuery, Node, MySQL,

HTML/CSS, Express, Handlebars

Program portfolio on GitHub [here](#)

EXPERIENCE

Northwestern University: Alumni Relations and Development

Business Analyst Associate Information Management

May 2017 – Present

Manages projects, oversees department SharePoint site and administers configuration of ARD's OnBase ECM implementation.

- Engages in iterative feedback and process improvement cycles with clients; conducts discovery, requirements documentation.
- Troubleshoots software performance and user issues.
- Coordinates software implementations, system testing and communication plans for upgrades.
- Projects include Access Request workflow for managing ARD Services and ARD Help system requests.

Senior Project Coordinator

May 2016 – April 2017

Talent Acquisition and Resources

Coordinated project and program development for staffing initiatives.

- Developed new employee onboarding programs; worked with hiring managers, teams and Central HR to tailor materials.
- Maintained We Will Careers and SharePoint staff resources, reviewed monthly budget, managed administrative staff.
- Projects included onboarding workflow, expansion of employee lifecycle tracking and reporting in OnBase.

Program Assistant 2

December 2014 – May 2016

Talent Acquisition and Resources

Coordinated administrative support for recruitment and onboarding.

- Primary coordinator for prospective hire communications and visits, open position tracking and We Will Careers site updates.
- Created dynamic form for hiring managers to collect and clarify onboarding information and materials for new hires and hiring staff.
- Expanded use of OnBase for candidate data collection and analysis, and timely communication amongst recruiters, interview staff, and candidates for 1K+ recruitment-related meetings.

Office Manager
Evanston Family Therapy Center
April 2012 – April 2015

- Coordinated office procedures and strategic planning for Evanston-area mental health center and private practice.
- Arranged marketing and presentation materials for workshops and international programs; maintained website, social media presence and developed client tracking database.

Program Coordinator
Chicago Center For Family Health
January 2011 – March 2013

- Managed office operations, programs, accounting, IT, and website for downtown Chicago-based mental health center.
- Projects included contract execution and support for LA Office Gang Reduction and Youth Development Intervention Program, Illinois Masonic Medical Center Fellowship Program, University of Chicago Kovler Diabetes Center.

Volunteer Coordinator
Chicago Legal Clinic, Inc.
December 2009 – February 2011

- Developed volunteer entry, alumni and tracking processes for South Chicago-based legal services nonprofit.
- Determined volunteer compatibility with program needs at Pilsen, Austin, and Downtown locations; reviewed 200+ resumes, CVs, and candidate applications monthly.

General Services Coordinator
Merrill LLC at Bryan Cave LLP
September 2008 – January 2011

- Handled vendors and contracts involved in firm operations; provided product, service, and cost evaluations to Director.
- Organized events include 50-100+ attendee celebrations, Firm-wide corporate partner meetings, staff appreciation events, and prospective client presentations; Extra Mile Award: February 2009.

Lead Merchandiser
Borders Bookstore
Mary 2007 – September 2008

- Implemented merchandising strategies for generating sales and new business at Lincoln Park location.

Program Coordinator
AmeriCorps Project YES!
September 2006 - August 2007

- Community project organizer and Northwestern University Settlement House teacher at Lowell Elementary in Chicago.

Associate
Books-A-Million Bookstore
September 2000 – June 2006

- Bookseller, Inventory Specialist, Customer Service Associate, Café Barista at Roanoke, VA, and Williamsburg, VA locations.