



## INEZ FOONG

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### EDUCATION

**Carnegie Mellon  
University, Pittsburgh,  
Pennsylvania**  
**B.S. Information  
Systems, Economics  
and Statistics**  
*August 2010 - August  
2013*  
GPA: 3.89/4.0 (Dean's  
List with High Honors)

### SKILLS & INTERESTS

Languages: Ruby, HTML,  
CSS, SCSS, R, Python,  
Java

Frameworks: Ruby on  
Rails, Twitter Bootstrap,  
Foundation

Software: Axure,  
Balsamiq, Adobe  
InDesign, Adobe  
Photoshop, Adobe  
Fireworks

Attended a 5-week  
cooking course at the  
French Culinary Institute

UI, UX, web design,  
eating, cooking, travelling,  
interior design

### WORK EXPERIENCE

#### **Deloitte Consulting, San Francisco**

##### **Consultant**

*September 2015-Present*

- Managed operations for the Program Management Office (PMO) for a \$27 million project at a Fortune 25 healthcare client
- Developed project governance model spanning to provide greater clarity on roles and responsibilities and scope definition
- Generated a staffing model for 75 resources based on resource needs and budget constraints
- Spearheading the development of user interface functional specifications for patient acquisition

#### **Deloitte Consulting, San Francisco**

##### **Business Technology Analyst**

*September 2013- August 2015*

##### **Functional**

- Led joint application development (JAD) sessions with groups of over 20 client stakeholders to gather and fulfill client requirements, identify enhancements, and design solutions
- Created detailed process models to document interfaces with over 10 external agencies
- Helped manage program teams of up to 12 individuals including engineers and testers both onsite and offshore
- Coordinated open communication between multiple work teams to identify cross-track dependencies
- Served as the liaison between technical and functional program staff
- Conducted user demos in preparation for user testing
- Facilitated daily standups with the entire project team to track the team's progress and identify issues and needs that need to be addressed
- Engaged SMEs to understand the business process for 15 SAP transactions pertaining to sales activities, quotes, and orders

##### **User Research and Experience**

- Conducted user research by sitting with users to observe and understand how they interact with legacy systems, and by speaking to subject matter experts to understand business processes and mobility needs
- Developed user personas for power users and journey maps to document system interactions, user pain points, and identify opportunities to improve user experience and increase efficiency
- Designed and developed the screen flow and user interface for over 70 screens spanning 30 flavors in SAP Screen Personas
- Developed high fidelity wireframes and prototypes in Axure and Photoshop for applications for contract bidding, sales performance tracking and key metrics
- Iteratively updated prototypes based on client feedback

##### **Project Management**

- Set up the project management office for two projects, which included but not limited to, the program structure and reporting cadence
- Developed a framework for understanding resource needs
- Created program roadmaps to understand timelines, dependencies, and key milestones
- Developed and managed the risks, action items, issues, and decisions (RAID) log and process, testing strategy and log, application inventory and application sprint planning
- Led weekly internal team meetings to review the team's progress, and provide updates to review new RAID items

#### **Goldman Sachs, New Jersey**

##### **Summer Intern**

*June 2012-August 2012*

- Redesigned a survey used by over 250 employees to onboard new clients and create new trading accounts
- Created a high fidelity interactive prototype of the survey for users to test on
- Translated business requirements and survey design into functional requirements