

## Melisande Fritzsche

*Business Analyst | Operations & Process Analyst | Strategy Analyst*

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Detail-oriented analyst with a track record of gathering needs, managing stakeholder relationships and delivering clear, concise insights, eager to bring expert communication and technical skills along with a growth mindset to drive success in your business.

### SKILLS

**Analysis & Reporting:** Data Mining | Data Cleaning | Data Analysis | Data Visualization | SQL | Python | Documentation

**Communication & Collaboration:** Cross-functional Collaboration | Plain Language Writing | Public Speaking | Teaching

**Systems & Processes:** Project Management | Problem Solving | Process Improvement | Agile | Lean

**Tools & Technology:** Excel | Power BI | PowerPoint | Jira | Microsoft Suite | Google Workspace | Self-Learning

### WORK EXPERIENCE

Virtual Home Office | Ogden, UT (Remote)

2025 - present

#### **Active Career Break** (05/2025 - present)

- Participated in Deferred Resignation Program 2.0 to mitigate risk of federal government reorganization.
- Proactively achieved entry certifications in project management, business analysis and data analysis.
- Built a custom portfolio site to demonstrate technical range and analytical thinking through real-world scenarios.

Internal Revenue Service | Ogden, UT (Hybrid)

2019 - 2025

#### **Emerging Technology Analyst** (06/2024 - 04/2025)

- Supported digital transformation initiatives by analyzing legacy system data to develop actionable strategies for increasing adoption of IRS digital products by 10%.
- Facilitated cross-functional collaboration between UX, product, and business teams to implement new digital strategy, ensuring alignment of technical requirements with business objectives.
- Gathered business requirements, documented epics, user stories, and acceptance criteria in SharePoint, collaborated with contractors, and tested delivered solutions.
- Reduced processing time of customer surveys by 30% by independently developing and deploying a Microsoft Forms solution that automated survey digitization and centralized data analysis.
- Saved 40+ hours of prep time by designing a dynamic Excel visualization tool and automating communication flows to streamline operational planning, resolve client pain points, and enable data-driven decision making.

#### **Lead Contact Representative** (10/2023 - 05/2024)

- Optimized workload distribution across 15+ team members, ensuring equitable task assignment and timely case progression by analyzing operational data from enterprise reports.
- Improved team accuracy by 0.2% over 2 months by monitoring key performance metrics, identifying trends and implementing strategic coaching.
- Transformed team performance, with 30% of employees achieving and sustaining 100% quality scores within 4 weeks, by conducting data-driven reviews and meetings to identify skill gaps and developing tailored job aids.
- Solved day-to-day team escalations as a domain subject matter expert (SME) by interpreting system data and IRS policies, using plain language and metaphor to translate complexity into simple, relatable scenarios.

- Ensured consistent application of IRS policies by reviewing official quality reports for accuracy, explaining valid defects to employees, and submitting research-backed rebuttals to request corrections of invalid findings.

#### **Customer Service Representative (10/2019 - 04/2024)**

- Supported specialty case backlog reduction by proactively adapting to a skills bottleneck through self-initiated certification training while maintaining regular duties, and immediately surpassing productivity goals by 450%.
- Diagnosed complex taxpayer inquiries with 100% accuracy by investigating multiple integrated databases to conduct real-time analyses, and articulated findings with next steps in clear, audience-specific language.
- Increased new hire engagement and knowledge retention by 25% by converting 44 training decks and 3 PDF guides into interactive formats and adapting instructional style to incorporate dynamic visuals.
- Handled high-priority ad hoc requests for taxpayer account corrections promptly, often the same day, delivering accurate resolutions and clear, detailed documentation for internal records.
- Volunteered as back-up lead, maintaining continuity by assigning work, resolving technical issues and supporting management.

#### **Cash Clerk (01/2019 - 10/2019)**

- Ensured 100% accuracy while entering and verifying high-volume financial data in IRS systems by conducting quality checks on scanned records and reconciling daily deposit logs with system records.
- Analyzed payment vouchers for data accuracy and special coding requirements, flagging exceptions such as split remittances and mismatched information for appropriate routing.
- Streamlined onboarding through a 40% workload spike by creating standardized cross-training documentation that ensured consistent application of procedures and security protocols.
- Volunteered as back-up lead, maintaining continuity by assigning work, properly routing check exceptions for processing and delivering mail packages.

Utah Military Academy | Riverdale, UT (On-site)

2017 - 2018

#### **Math Teacher (08/2017 - 10/2018)**

- Increased student comprehension by 75% through clarification of complex concepts, such as geometric proofs, into accessible frameworks, using incremental learning sequences, student feedback and agile instruction.
- Partnered with the math department to define core skill progressions across grade levels using quantitative assessment data, and collaboratively designed curricula to target learning gaps.
- Leveraged digital learning platforms like Canvas and Khan Academy to collect and analyze student performance data, enabling targeted intervention strategies, smarter instruction and increased engagement.

Monticello Academy | West Valley City, UT (On-site)

2016 - 2017

#### **Math Teacher (08/2016 - 07/2017)**

- Managed comprehensive digital learning environment through Canvas and Google Classroom, organizing instructional resources and assessment data for 150+ students across multiple grade levels. Presented key performance trends to parents and administrators by designing data visualizations in Excel and Google Sheets.
- Supported diverse learners through mentoring and an interdisciplinary summer program, translating abstract math concepts with creative applications like animation to promote accessibility and real-world understanding.
- Integrated digital assessment tools including Khan Academy, Prodigy, and Kahoot to collect performance metrics and provide strategic instruction.

#### **EDUCATION & CERTIFICATIONS**

**Bachelor of Fine Arts in Film and Animation Production** - Rochester Institute of Technology (RIT) 2010

**Certified Associate of Project Management (CAPM)** - Project Management Institute (PMI) 2025

**Entry Certificate in Business Analysis (ECBA)** - International Institute of Business Analysis (IIBA) 2025

**Certified Analytics Professional-Essentials (CAP-E)** - Institute for Operations Research and the Management 2025