

## Melisande Fritzsche

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

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Former federal employee and detail-oriented analyst with proven success gathering needs, managing stakeholder relationships and delivering clear, concise insights, eager to bring expert communication, Excel and data visualization skills along with a growth mindset to thrive in private sector roles.

### 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 | Creative Problem Solving | Process Improvement | Agile

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

### WORK EXPERIENCE

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.
- Implemented instructional strategies based on analysis of performance data and student feedback that maintained student assessment scores at or above historic benchmarks.
- 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 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 Sciences (INFOR) Collaborated with the math department to define core skill progressions across grade levels and design curricula, using quantitative assessment data to target learning gaps. *RMS, in progress*