

## BUSINESS ANALYST/ JR. APPLICATIONS ADMINISTRATOR

### Career Overview

Obtaining a position in Application Project Management, which also includes cloud based CRM/ERP systems. My goal is to be part of an organization that welcomes innovative professionals with proven ability to identify, analyze, and solve problems to increase customer satisfaction. With more than 5 years as a Business Analyst and most recently Jr. Applications Administrator, I will bring strong knowledge of process development and strategic planning that will improve processes and enhance end-user experience.Â

### Qualifications

- Strong analytical skills
- Web content management
- Project management
- Customer needs assessment
- HubSpot
- NetSuite
- Ecivis
- Microsoft Suite
- Strong collaborative skills
- Document management
- Capacity and scalability planning
- Testing
- Staff Training
- Process Development
- HMIS
- RYMIS

### Accomplishments

- City of Los Angeles award for restoration of community property.
- Employee of the month 4 times and multiple merit awards Home Depot.

### Work Experience

Business Analyst/ Jr. Applications Administrator Jan 2012 to Current

Health Quest 1/4 Highland , NY

- Maintain system infrastructure by creating fields, work flows, roles and management of system permissions.
- Organize Philanthropic contract compliance meetings for quality assurance of grant projects
- Generated reports for various businesses and assisted with the analysis of the data.
- Supervision and coordination of Stakeholder resources such as web-ex Importing tools and grants notifications.
- Assisted Sales executives by creating pipelines, forecasting and quota reports.
- Assisted with Marketing Automation through creation lead nurturing campaign and refinement of lead/prospect life-cycle stages to develop a sales funnel.
- Process Development and Strategic Planning of future markets through data analysis.

Case Manager Jan 2011 to Jan 2013

Associated Catholic Charities 1/4 Millersville , MD

- HMIS and RYMIS system administration.
- Generated benchmark reporting and analytics for government entities.
- Supervised and coordinated client resources such as cal-works, medical and completion court documentation.
- Maintained client files and weekly client case management session.
- Monitored client weekly schedules and assist with developing the appropriate community relationships.
- Assisted in coordination of community outreach and locating new prospects.
- Utilized Behavior intervention techniques and group sessions to improve staff and consumer interaction.
- Weekly case conference to evaluate consumer needs and progress. Provided staff case consultation and in-service training to improve staff behavior modification techniques.

Resource Coordinator/Child Family Specialist/Drug Rehab Specialist Jan 2009 to Current

Toyota Motor Company 1/4 Huntsville , AL

- Website management utilizing admin portal and content. development. Worked closely with developer and organization stakeholders to develop website infrastructure.
- Education Advocate and Tutoring Consultant.
- Maintained contract compliance by reviewing contracts to make sure they align with state and federal regulations.
- Supervised and coordinated company/client resources SPA 3,6, 7, 8 by building partnerships between stakeholder and community entities.
- Coordinated quarterly committee meetings SPA 3,6, 7, 8. Developed agenda, booked speaker and created event layout
- I played a role in maintaining company & client relationships as the main point of contact..
- Scheduled all client sessions and weekly group meetings to review project & event statuses.
- Facilitate substance abuse group and Fatherhood group

Education Coordinator Jan 2008 to Jan 2011

Salvation Army 1/4 City , STATE

- HMIS and RYMIS system administration.
- Benchmark Reporting and Analytics.
- Contracted tutoring program by reviewing potential tutoring organizations and performing an assessment of tutoring curriculum.
- Ordered and managed inventory - tutor backpacks and office materials.

- Case management and shelter intake.
- Group session and behavior intervention.
- Case conference, IEP meetings and reunification planning.
- Needs and services assessment.

Development Specialist/ Regional Project Manager Jan 2006 to Jan 2008  
Extreme Learning 1/4 City , STATE

- Business analyst sage applications.
- Business Analyst SalesforceBe consistent with your titles and use caps for each word of a title, the second one is correct.
- Supervision/Training Area Managers and Tutors.
- Developed contract compliance spreadsheet and language translator.
- Increased company sales by 2.5 million by building relationships with community stakeholders within Southern California.
- Performed student workshops and test-prep.

Office Manager/Site Coordinator Jan 2005 to Jan 2006  
Newton Learning 1/4 City , STATE

- Responsible for all office operations including: open/close, maintaining documents (copy, file, distribution), daily activity reports, and responding to phone inquiries.
- Supervised tutors, other Site Coordinators, and temporary office staff.
- Ordered and managed inventory - tutor backpacks and office materials.
- Notified corporate of Tuberculosis test results, maintained tutor applications, and monitored completion of Armatus training (sexual abuse training.)
- Managed activities of 20 tutors (payroll, SLP's, Parent Verification Form submission.)

Administrator Jan 2004 to Jan 2006  
Boys To Men 1/4 City , STATE

- Maintained group-home facility upkeep by managing janitorial and landscaping staff.
- Supervised residential counseling staff and performed quarterly evaluations.
- Completed monthly payroll utilizing quick-books.
- Attended provider meetings with; DCFS, Probation, counselors and schools.

Cashier Trainer/Auditor Jan 2002 to Jan 2004  
Home Depot 1/4 City , STATE

- Train new cashiers on cashier techniques and customer service policies.
- Audit daily, weekly, monthly, quarterly metric reporting and identify potential theft Maintain training of all store cash handling associates including back up cashiers.

Education and Training  
High School Diploma , Supervision 2006 City , State , US

- 2004-2006 House of Bethesda Lawndale, Ca Facility Manager.
- Scheduled client and staff daily activities.
- Supervision of minors and staff.
- Created social and therapeutic clubs/groups to help assist. consumers in proper release of emotions/anger management. Accomplishments Y.O.U High School Diploma Los Angeles, Ca.

Ministry Union Institute and University

- Union Institute and University 4 years completed Criminal Justice.
- Union Institute and University 2 years completed Psychology.
- ICDC College Paralegal studies.
- ACDAC for CADAC and Bachelors in Ministry.

Medication Assistant Counseling and Co-Occurring Disorders Brieining Institute for Forensic Counseling

- Brieining Institute for Forensic Counseling, Medication Assistant Counseling and Co-Occurring Disorders.
- RASI # RI-S1006242154, CASAC1 City of Los Angeles award for restoration of community property Employee of the month 4 times and multiple merit awards Home Depot Proficient in MS Word, Publisher, Excel as well as custom corporate applications.

Skills

Training, Content Development, Contracts, Federal Regulations, Sales, Case Management, System Administration, Systems Administration, Inventory, Data Analysis, Forecasting, Marketing, Marketing Analysis, Marketing Automation, Process Development, Quality Assurance, Quota, Strategic Planning, Payroll, Word, Community Outreach, Consumer Needs, Documentation, Progress, Company Sales, Language Translator, Million, Project Manager, Sales By, Translator, Landscaping, Therapeutic, Audit, Cash, Cash Handling, Cashier, Customer Service, Receptionist,

Retail Sales, File, Office Manager, Operations, Site Coordinator, NetSuite, Award, Excel, Ms Word, Paralegal, Publisher.