

BUSINESS ANALYST CONSULTANT

Summary

More than 10 years of experience performing excellent analytical and administrative skills • Trustworthy, self-motivated and committed to superior customer service • Well proficient to perform analysis and drawing conclusion on complex data • Strong work ethic and strong interpersonal skills • Committed, highly-motivated, collaborative team player • Work well under pressure to meet the demands of internal and external sources

Highlights

Microsoft Word, PowerPoint, Excel, OneNote, Visio, SAP, WebEx, Access, Lotus Notes, and Outlook

Accomplishments

Increased office organization by developing more efficient filing system and customer database protocols.

Experience

Business Analyst Consultant

January 2014 to October 2014 Highmark Inc. 1/4 Ligonier , PA

- Maintained master tracking system for use of projects & activities Coordinated team training sessions, conference registration, and equipment maintenance Prepared for and coordinated consulting events and activities, including updated presentation materials and supplies, Managed multiple calendars; processed invoices; prepared meeting invites; provided all training material for trainers Experienced with Excel in creating spreadsheets, reports and graphs.
- Provided technical support for training in SAP environment and managed password reset on quarterly basis Created meeting notices using Lotus Notes, developed and distributed agendas using MS Word, assist with MS PowerPoint presentations, and initiated WebEx meetings and conference calls Created and performed IT Request, Transaction Code request, and Access Order using SAP system Followed up and coordinated with IT for software installations and equipment troubleshoot Maintained team repositories (tools and reports, libraries, shared folders, etc.) Processed and followed up rosters and created training sessions in SAP Compiled data and formatted team's monthly project update report for manager's meeting Adjusted, prioritized, and organized daily tasks and assignments to meet priority demands Managed the schedule for equipment availability, reservation process, and record keeping Coordinated with management, validated resource availability, and scheduled shift changes Gathered information, analyzed documents, updated databases and performed reporting activities to maintain data integrity Provided operational support for mandated communications, regulatory requests, and quality control and compliance Coordinated with management, validated resource availability, and scheduled shift changes Coordinated catering service for staff meeting and training sessions Utilized a Customer Relationship Management (CRM) database and/or system for data analysis, data extraction and report generation Experienced with the management of multiple demands, adjustments to changing priorities and performed well under time and scheduling pressure Worked closely with managers to improve team productivity and to ensure high level of client satisfaction Tracked reports, maintained existing databases and the refinement of all data management tools to include developing queries, creating charts, reports, and graphs Interfaced with managers in support of projects, processes, initiatives, and operations to align with Edison's goals/standards Demonstrated the ability to build and maintain strong relationships and work well with others in both small group and cross-functional group environments Exercised discretion and maintain confidentiality of sensitive information and materials Strong oral and written communication skills, always customer focused to understand and appropriately respond to clients' business needs Participated in cross-functional teams to develop and implement changes and build relationships within organizations Maintained a safety conscious work environment by following Edison safety protocols and safe work practices Operated and maintained commercial copy machine and managed large production orders.

Resource Specialist Assistant

June 2011 to December 2013 Northwestern Benefit Corporation Of Georgia 1/4 Atlanta , GA

- Developed strategies to improve individual student's optimal learning skills Followed and analyzed student's performance and suggested recommendation to psychologist Created, maintained, and updated reports for status updates and goal tracking.
- Coordinated and facilitated parent-teacher conferences to discuss student's performance Supervised and provided alternative learning skills to students with special needs Analyzed and developed appropriate learning tools as needed to enhance optimum Assisted Resource Specialist with scheduling and facilitating monthly staff meetings Compiled and implemented grade-level lesson plans on regular basis Scheduled and facilitated monthly staff meetings Guided students in testing-taking skills to improve test scores Demonstrated ability to accurately analyze information and make sound decisions Worked well under pressure to meet changing deadlines; performed with minimal supervision; and possessed excellent organizational skills Managed confidential and sensitive files, documents and reports with upmost professionalism.

Office Manager

April 1996 to March 2011 Onda Pro 1/4 City , STATE

- Screened telephone calls and visitors to ensure proper business relationship management Established and managed relationship with different vendors for all operational business purchases Reported monthly financial statement and filed all quarterly taxes Prepared invoices, reports, letter, and all accounts receivable Developed the business plans and services to enhance customer satisfaction and productivity, managed

risks appropriately, and provide exceptional service to internal and external customers.

- Managed daily office operations, including all official and legal business correspondence Experienced entering, reviewing, and assessing technical data with a high level of accuracy Demonstrated the ability to build and maintained strong relationships and worked well with others in both small group and cross-functional group environments Implemented and conducted business annual inventory plan to city as a requirement for business renewal Reviewed and tracked the latest and most efficient tools available for business improvement and success Handled and processed weekly employee payroll Screened telephone calls and visitors to ensure proper business relationship management Demonstrated experience analyzing work schedules Created database to log and tracked payments to suppliers, and interface with landlord, when necessary, regarding repairs, services, etc.
- Experienced with Excel in creating spreadsheets, reports and graphs.
- Experienced with the management of multiple demands, adjusted to changing priorities and performed well under time and scheduling pressure Maintained existing databases and the refinement of all data management tools to include developing queries, creating charts, reports, and graphs Demonstrated the ability to build and maintained strong relationships and worked well with others in both small group and cross-functional group environments Coordinated with management, validated resource availability, and scheduled shift changes Demonstrated experience analyzing work schedules Demonstrated the ability to integrate work across relevant areas, develop the business and services to enhance customer satisfaction and productivity, manage risks appropriately, develop and execute business plans, manage information, and provide exceptional service to internal and external customers.

Education

B.S : Psychobiology University of California Riverside Riverside 1/4 City , State Psychobiology

Doctor of Chiropractic Cleveland Chiropractic College 1/4 City , State

Skills

accounts receivable, business correspondence, business plans, charts, oral, conferences, consulting, Customer Relationship Management, CRM, client, clients, customer satisfaction, data analysis, data management, databases, database, financial, functional, graphs, inventory, legal, Lotus Notes, materials, meetings, Access, Excel, office, Outlook, MS PowerPoint, PowerPoint, MS Word, Microsoft Word, organizational skills, payroll, copy machine, presentations, processes, protocols, quality control, record keeping, relationship management, repairs, reporting, requirement, safety, SAP, scheduling, sound, spreadsheets, supervision, taxes, teacher, technical support, telephone, troubleshoot, Visio, written communication skills