

## BUSINESS PROCESS ANALYST

### Summary

Skilled Business/Data Analyst with 4+ year of experience in both the Finance, Manufacturing and Supply Chain industries. Demonstrated ability to improve business operations by establishing methodologies to define, measure and analyze data. Extensive knowledge in gathering and understanding BRD's (Business Requirements Document), FRDs (Functional Requirements Document), SRS (Software Requirement Specifications) and Use Cases.

### Highlights

- Adept at working with internal and external clients to determine business needs
- Ability to communicate complex findings and ideas in plain language to senior leaders
- Extensive experience with object oriented analysis and design and developing use-case models.
- Excellent team spirit and leadership qualities with good communication and interpersonal skills
- Extensive knowledge of the Supply Chain, Manufacturing and Finance industries
- Ability to analyze data utilizing multiple tools to determine the root cause of issues
- Experience with both Waterfall and Agile methodologies for the SDLC
- Expertise on identifying the Test Requirements based on User Requirements and Design Specifications.

### Experience

Business Process Analyst 05/2014 to Current Leidos

- Coordinated the launch of a \$12 million enterprise transformational project consisting of an upgrade to the ERP of record and changes to the company's core operational processes
- Developed and implemented a testing methodology to support business user acceptance testing activities.
- Supported User Acceptance Testing for new software and process implementation to ensure business acceptance and understanding
- Supported the launch of key process changes via requirements gathering, process flow development and UAT testing
- Conducted JAD sessions to allow different stakeholders to communicate their perspectives with each other, resolve any issues and come to an agreement quickly
- Created use case diagrams to explain the flow of events and how different software systems interact with each other.
- Increased team efficiency and reduced implementation cycle time by creating a methodology for documenting current business processes

Business/Data Analyst 04/2012 to 05/2014 Affinity Solutions

- Spearheaded data gathering and analysis for a \$50 million financial accrual process related to warranty spend
- Streamlined data backup and update processes to decrease downtime by 25%.
- Optimized processes for analyzing recurring warranty problems using SQL resulting in a 20% increase in early detection of warranty problems.
- Implemented multiple business optimization projects that improved efficiency, reduced expenses, and decreased labor costs by automating outdated manual processes.
- Developed reports utilizing database reporting tools, including year-to-date analysis on warranty claims, truck sales, labor costs, part defects and part replacement costs for both the warranty and finance departments
- Analyzed massive and highly complex warranty data sets, performing ad-hoc analysis and data manipulation
- Led a team of four analysts to utilize predictive analytics for the purpose of decreasing warranty costs
- Supported the development of new custom built data systems and coordinated transitions to updated corporate systems.
- Created and directed all training for Navistar's proprietary warranty analysis program.
- Compiled and analyzed warranty data to create presentations that were delivered to C-level executives
- Conducted In-Depth Analysis training for Senior VP's and Engineering Directors
- Led multifunctional teams (at HQ and offshore) in creating educational and reference material.

Associate Analyst 08/2011 to 12/2012 Jwt Lompoc , CA

- Increased number of deals received per month by 10% by streamlining the deal sourcing process.
- Drafted deal teasers, reviewed business proposals and plans, and collaborated with senior analysts in operational due diligence
- Aided the deal team with finalizing fee agreements, ownership structures, NDAs, Non- Circumvents, and LOI contracts
- Successfully pitched deals to 4 Private Equity firms and obtained Letters of Interest.

Finance Analyst 02/2012 to 03/2012 Jones Lange Lasalle Inc. New York City , NY

- Conducted analysis of bank fees and suggested changes that led to a 12% fee decrease for the year.
- Analyzed bank transactions to determine the cause of budgetary discrepancies and recommended fixes to lower cost and increase profit.
- Created and streamlined new budget templates for each functional department.
- Completed bank reconciliations and ledger entries as needed
- Assist business units with ad-hoc analysis

### Education

BA : Economics and Business May 2008 Cornell College City , State , USA

MBA 2013 Loyola University Chicago City , State , USA

Master of Science : Finance 2012 Loyola University Chicago City , State , USA

Skills

Data Analysis, Data Mining, Business Intelligence, Tableau, Risk Assessment and Management, Microsoft SQL Server, SQL, Statistical Analysis (Using R), Microsoft Visio, VBA, C++, HP Quality Center, SSRS, System Analysis, User Acceptance Testing, Report generation