

## BUSINESS ANALYST, CONTRACTOR

### Summary

Experience analyst excited about process improvement, project management and SQL/Excel data analysis. My favorite thing to do is continuously learn and use my skills to solve problems.

### Highlights

- Requirements gathering
- Process design and improvement
- Strong analytical skills
- Excellent problem solving skills
- Microsoft Office and VBA
- Proficiency with SQL/relational databases
- Advance Excel formulas and functions (VLOOKUP, PivotTables)

### Accomplishments

- Significantly decreased production time of existing weekly and monthly reports for long-term project by optimizing and automating production process
- Created business intelligence tools/systems, including design of related databases, spreadsheets, or outputs to support managed account product. Independently designed and supported database to support company integration and migration of data for about 3,000 retirement plans.

### Experience

Business Analyst, Contractor 09/2013 i¼ Current Adp Indianapolis , IN

- Significantly decreased production time of existing weekly and monthly reports for long-term project by optimizing and automating production process
- Partner with key stakeholder
- Support management team within Customer Implementation group by developing tools to capture, analyze and report data.
- Extract and analyze data using Access, Excel and VBA
- Design, evaluate, recommend, and publish key performance indicators on weekly, monthly and ad-hoc cadence for business operations and scorecards.
- Manipulated data using pivot tables, pivot charts and macros.

Information Analyst 05/2010 i¼ 05/2013 Avispa Newark , NJ

- Design, evaluate, recommend, and publish key performance indicators on monthly and quarterly cadence for financial, business operations and product reports and scorecards presented to division vice president and management.
- Partner with key stakeholders to develop and present recommended changes aimed at improving operating results, management systems and data quality to senior management.
- Used SharePoint to streamline production of routine reports based on consultation with team on business process development and improvement to enable tracking of key performance indicators to support management needs.
- Oversaw annual analysis, recommendation and implementation of assumptions used by actuarial modeling engine used to support retirement plans managed account product.
- Support teams within Finance and Actuarial groups by developing tools to capture, analyze and report data.
- Extract and analyze data using SQL, Access and Excel to identify drivers of financial trends for use in Retirement Plan divisional financial planning and forecasting
- Consulted with administration and operations teams to answer technical and product questions from clients.

Information Analyst Associate 08/2007 i¼ 05/2010 The Standard City , STATE

- Oversaw administrative support of retirement plans managed account product for 13,000 participants with \$820 million in assets under management.
- Assisted actuary with annual analysis, recommendation and implementation of assumptions used by actuarial modeling engine used to support retirement plans managed account product.
- Consulted on successful deployment of five IT projects as subject matter expert on actuarial modeling engine and managed account product during development of business requirements, uses case documentation and user acceptance testing.
- Coordinated resolution of retirement plan managed account client issues on daily basis for account management and operations staff.
- Diagnosed and troubleshooted system issues related retirement plans managed account product by obtaining and examining all relevant information to assess validity of reported system issues and assist in determining possible causes.
- Create business intelligence tools or systems, including design of related databases, spreadsheets, or outputs to support managed account product.
- Independently designed and supported database to support company integration and migration of data for about 3,000 retirement plans.

Administrative Analyst 11/2006 i¼ 08/2007 AccounTemps City , STATE

- Long-term contract assignment and hired full-time to support 300 plans and 10,000 participants using retirement plans managed account product through year-end process.
- Confer with customers by telephone, email or in person to obtain details of inquiries, complaints or possible system issues.
- Obtain and examine all relevant information to assess validity of reported system issues and assist in determining possible causes.
- Recommend and implement improvements to multiple procedures to prevent future problems, decrease production time and improve

accuracy of tracking solutions.

- Designed databases and spreadsheets to improve management and reporting accuracy for retirement plans managed account product.

#### Education

2006 Bachelor of Arts : LASALLE UNIVERSITY - German Languages and Literature City , State , UNITED STATES GPA: Summa cum Laude

German Languages and Literature Summa cum Laude

#### Skills

streamline, business intelligence, business operations, business process, cadence, consultation, client, clients, databases, database, documentation, drivers, email, Excel and VBA, senior management, Finance, financial, financial planning, forecasting, Access, Excel, MS Office, migration, modeling, Problem solving, Process design and improvement, quality, relational databases, reporting, Requirements gathering, spreadsheets, SQL, telephone, Troubleshooting, year-end