

BUSINESS ANALYST/TECHNICAL WRITER

Summary

Self motivated, focused, service minded, disciplined and detail oriented management professional. Possesses excellent oral, written, planning and organizational skills, with the innate ability to effectively and accurately handle multiple projects in a professional and timely manner. Enthusiastically accepts new responsibilities, while prioritizing tasks based on business needs. Consistently builds collaborative working relationships with all employee levels and cultures. Seeking the opportunity to utilize my strong management and organizational skills to contribute independently, or as a member of a team

[Job Title] adept at coordinating international travel, organizing large scale meetings and managing third-party vendors. Highly self-motivated with a strong work ethic.

Determined and proactive [Job Title] who works with a sense of urgency to anticipate the needs of senior-level executives. Thrives in a fast paced, dynamic environment.

Executive Assistant who is skilled at multi-tasking and maintaining a strong attention to detail. Employs professionalism and superior communication skills to meet client and company needs.

Meticulous Executive Assistant who simultaneously manages multiple domestic and international executive calendars. Fluent in multiple languages.

[Job Title] who excels at analyzing, prioritizing and completing tasks while exhibiting professionalism and sound judgment.

[Job Title] with more than [Number] years in office management, support staff management, training and supervision and event planning.Â with executive-level office management skills, as well as strength in planning and problem-solving. Readily adapts to change and exceeds expectations in quality.

Skillful and dedicated Executive Assistant with extensive experience in the coordination, planning and support of daily operational and administrative functions in a highly confidential environment.

Highly focused and results-oriented office professional who successfully supports complex, deadline-driven operations. Customer-oriented and computer-savvy.

Highlights

MS Office (Word, Excel, PowerPoint), Outlook, Lotus Notes, Visio, Adobe Acrobat *Strong analytical and organization skills

*Program/Project Management *Improving business processes

- Microsoft Office proficiency

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Proper phone etiquette

Articulate and well-spoken

Time management

Flexible

Excel spreadsheets

Meticulous attention to detail

Professional and mature

Strong problem solver

Invoice processing

Works well under pressure

Certified in 10-key

Human resource laws knowledge

Social media knowledge

Understands grammar

Appointment setting

Database management

Customer service-oriented

Labor relations

Accounting

Sage 50 US proficiency

Payroll

AS/400

Mail management

Meeting planning

Travel administration

Administrative support specialist

Legal administrative support

Self-starter

Executive presentation development

Workers' compensation knowledge

Business correspondence

Scheduling

Experience

Arranged appropriate travel, visas, agendas, necessary contacts and country information.

Managed external contacts for CEO and kept track of periodic communication needed for priority contacts.

Conducted research to prepare, gather and proof briefing materials, agendas and decks for all executive-level meetings.

Reconciled and processed expense reports for [Number] internal and field personnel.

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Data Organization

- Improved office organization by compiling quarterly budget reports, financial spreadsheets, organizational charts and company data reports using advanced Microsoft Excel functions.

Data Reporting

- Compiled statistical data, such as patient admissions, discharges, deaths, births and types of treatment given.

Policy Development

- Developed and implemented employee manual outlining all proper business procedures and office policies.

Scheduling

- Corresponded with patients through phone, fax, email and in person to schedule appointments and answer inquiries.

Technology Proficient

- Developed a strong knowledge of hardware and software while keeping abreast of new applications that increased efficiency and productivity for management and clients.

Training

- Trained medical billing staff of 4 employees on the office policies and 3rd party insurance, Medicare, Medi-cal, HMO and PPO billing procedures.

Document Organization

- Developed and created effective filing system to accelerate paperwork processing.

Event Planning

- Successfully planned and executed corporate meetings, lunches and special events for groups of [Number] + employees.

Multitasking

- Demonstrated proficiencies in telephone, e-mail, fax and front-desk reception within high-volume environment.

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Accomplishments

Increased sales by [Number] % by taking on additional projects.

Supported CFO through personal document management, calendar organization and collateral preparation for meetings.

Decreased costs by [Number] % by negotiating pricing with vendors regarding wholesale billing and marketing procedures.

Formally recognized for playing an instrumental role in the implementation of cost savings measures.

Experience

Business Analyst/Technical Writer

February 2012 to October 2015 Bluevolt i¼ OR

- Designed PowerPoint presentations for monthly divisional meetings with top-level executives.
- Arranged appropriate travel, visas, agendas, necessary contacts and country information.
- Scheduled Board of Directors meetings and assisted with meeting materials and agendas.
- Maintained and coordinated executive and senior management vacation, day-to-day meeting and travel schedules.
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- Served as a professional representative of the CEO to executive clients, investors and board members.
- Collaborated with other administrative team members, human resources and the finance department on special projects and events.
- Developed and managed third-tier resolution process to resolve issues originating from the customer retention team.
- Provided logistical support to visiting executives in coordination with other Executive Assistants.
- Developed and provided ongoing tracking to division-wide customer complaints for annual government audits.
- Handled and distributed all incoming and outgoing mail.
- Wrote and distributed meeting minutes to appropriate individuals.

- Coordinated customer facing webinars, including developing relationships with vendors, tracking customer attendance and post-webinar follow-up.
- Managed desktop publishing and proposal and memo typing.
- Open, read, and wrote answers to routine letters.
- Created and maintained computer- and paper-based filing and organization systems for records, reports and documents.
- Investigated issues and problems and drafted responses to urgent requests.
- Served as Executive Assistant to the national sales manager, marketing manager and senior product managers.
- Initiated and updated yearly dealer agreements and dealer applications.
- Served as a liaison between company president and clients regarding client accounts and new business.
- Approved travel expenses and reimbursement requests.
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Maintained and coordinated executive and senior management vacation, day-to-day meeting and travel schedules. <

- Information Security Risk & Compliance Information Security Risk and Compliance Team member implementing and maintaining the company's expanding Information Security Program.
- Responsible for the company security awareness program, metrics, compliance tracking, documentation, and Legal department's IT related projects.
- Assisted in the development and implementation of 1st annual company-wide Information Security Awareness Training Program.
- Managed and coordinated all ongoing tasks of the Security Awareness Program.
- Prepared charters, initiated annual rollout, published monthly newsletters, maintained user datafeed, prepared phishing campaigns and associated education, tracked compliance status, and responded to all requests to the program.
- Supported company Policy Program.
- Created, updated, instituted and maintained IT standards, policies, standard operating procedures and guidelines.
- Scheduled and facilitated review meetings, and provided guidance when necessary.
- Created company's 1st IT Security Metrics Program.
- Determined relevant data, created graphs and new charts when appropriate, collected data from department heads, built executive presentations, and reported weekly and quarterly IT Security data to the Vice President.
- Established evidence management process and audit tracking sheet used to track evidence collection, report PCI (Payment Card Industry) and SOX (Sarbanes Oxley) compliance status.
- Supported department by canvassing System/Application Owners for weekly compliance status.
- Evaluated and recommended products and services for security awareness and policy programs.
- Prepared requirements, participated in evaluation meetings and obtained quotes from vendors being considered for new projects and software purchases.
- Liaison between IT and Legal department for annual backup tape destruction project, legal related policies, and eDiscovery tool support.
- Managed the 1st annual Backup Tape Destruction Project.
- Facilitated meetings, established agendas, documented actions and obtained sign offs.
- The project was able to destroy 9600 tapes.
- Published department documents to company intranet sites, via Lotus Notes databases.
- Created and maintained editable Adobe eForms and questionnaires, for internal and external use.

Business Analyst/System Consultant

April 2007 to December 2008 Kratos Defense And Security i¼ Portland , OK

- Information Technologies Security Information Security Compliance team member, responsible for PCI audit tracking and reconciliation, metrics gathering and reporting, documentation, and policy writing.
- Provided support to the Director for Information Security for all compliance initiatives.
- Coordinated and tracked the activities of multiple cross functional teams to process PCI data, ensuring the company was in compliance.
- Reported team status and progress.
- Updated corporate policy and guideline documents governing media handling, data masking, and corporate information security.
- Responsible for collecting, reporting and presenting department's metrics to multiple levels of management, also created PowerPoint presentations for upper management and executives.

Systems Engineer

June 2002 to April 2007 VERIZON COMMUNICATIONS i¼ Bristow , STATE

- Member of the Security Operations Management team, Single Point of Contact for vendor management, responsible for metrics reporting and quality control.
- Performed the tasks of an Information Data Security Account Administrator.
- Handled day-to-day problem resolution, granting privilege rights, mainframe system access and password resets.
- Worked within budget constraints to develop >\$2M annual maintenance budget.
- Prepared funding requisitions totaling \$10 million for hardware and software maintenance and capital purchases.
- Supported technical staff as it pertained to purchases, contract renewals, associated budgets and requisitions.
- Followed vendor payments for 19 vendors through the financial lifecycle.
- Developed online questionnaire used to request funding approvals.
- Tracked vendor expiration renewals ensuring timely maintenance payments, and uninterrupted service.

- Key member of the cross functional Executive Metrics Team developed to determine meaningful metrics.
- Collected data, developed graphs and presentations, presented metrics monthly.
- Processed an average of 45 User Id requests and Helpdesk tickets daily.
- Identified the need for mechanizing MVS (Multiple Virtual Storage) systems access requests, took the initiative to create, mechanize and standardize forms used enterprise wide to request access.
- Forms were made available on the Intranet.
- Replacing the paper forms allowed us to grant users access in hours instead of days, and saved an undetermined amount of paper.

Education

Associate Degree : Business Administration Kingsborough Community College 1/4 City Business Administration

Masters Certificate in Project Management-George Washington University/ESI

Skills

Adobe Acrobat, Adobe, Backup, budgets, budget, business processes, charts, hardware, databases, documentation, financial, Forms, functional, graphs, MVS, Information Security, Legal, Lotus Notes, Director, mainframe, meetings, access, Excel, MS Office, Outlook, PowerPoint, PowerPoint presentations, Word, enterprise, newsletters, Operations Management, organization skills, PCI, policies, presenting, presentations, executive presentations, problem resolution, problem solving skills, Producing, progress, Project Management, quality, quality control, reporting, Sarbanes Oxley, vendor management, Visio

- Sales Software: Salesforce.com, TapScan
- Public Relations Software: Bacon's Mediasource, Factiva
- Desktop Publishing Software: Photoshop, Illustrator, HTML

Healthcare: intravenous therapy, MEDISOFT, computerized charting, STD counseling, breastfeeding educator People skills: great bedside manner, enthusiastic people person, advanced problem-solving, great organizational skills