

## OMNI-CHANNEL BUSINESS SOLUTIONS SR. ANALYST

### Summary

Outgoing and detail oriented individual with a Bachelor's degree in Management and 12+ years of experience in a FORTUNE® 50 company. Seeking to leverage my retail experience and professional expertise to grow as a member of your company.

### Skill Highlights

- Business process improvement
- Cost-benefit analysis
- Business systems analysis
- User acceptance testing
- Decisive
- Project management
- Requirements gathering
- Scope and project definition
- Critical thinking

### Experience

Splunk November 2015 to February 2017 Omni-Channel Business Solutions Sr. Analyst  
Newark , NJ

- Ensured Special Order Sales followed the Omni-Channel fulfillment strategy for Parcel, Pickup, and Lowe's Truck Delivery.
- Collaborated with business and IT teams to define business requirements for Special Order Sales.
- Developed business process maps.
- Participated in user acceptance testing for SOS fulfillment scenarios.
- Monitored the Sterling Support mailbox for user permission requests.
- Managed users access to Sterling Call Center and Sterling Store.
- Worked with Internal Audit to complete audit reviews for user permissions.
- Completed Lean Six Sigma Yellow Belt Training.

W.W. Grainger, Inc. March 2011 to November 2015 Order Management Analyst  
Hamilton , OH

- Integral to the deployment of all releases for the Sterling initiative.
- Wrote and executed test cases for User Acceptance Testing.
- Logged defects in Quality Center that were found in testing and in production.
- Support the execution teams once programs have been handed off for development and implementation.
- Responsible for User Sync to ensure users have access to Sterling.
- Governor and SME of all the production alerts.
- Created a process for requesting/approving new alerts.
- Developed training materials for Sterling Discrete Order Management System (DOM).
- Trained the Call Center users and other cross-functional areas within Lowe's on DOM.
- Monitor the Sterling Support mailbox and Connections to ensure our stores and the Call Center are getting the support needed.
- Research order exceptions to ensure customer's receive their product.
- Assisted in building a dashboard with Sterling metrics for our VP.
- Ensure SOX audits are completed on time.
- Attend JAD sessions to provide feedback in business area.
- Participate in cross-functional projects as needed.
- ajkfjdkfjdkf
- akjdkfjdkfjdkf
- aklfkdfjdkfkd
- jlkajkfdjkfdjfkjd

Sysco August 2008 to February 2011 Senior Merchandising Initiatives Analyst  
Montgomery , AL

- Responsible for managing the Merchandising and Marketing Maintenance and Enhancement process.
- Managed and helped complete 26 enhancements in one year.
- Worked with various business areas in defining requirements, developing communications, performing User Acceptance Testing, and ensuring project roll-outs ran smoothly.
- Assisted with the 2010 capital planning for the M&E PAR by reviewing on-deck enhancements, surveying business areas for upcoming enhancements, and justifying if they were needed.
- Developed a project library to provide enhancement document artifacts.
- Saved the company over \$355K in programming costs by screening requests that were not needed.
- Revised the Systems Enhancement Standard Operating Procedure.
- Responsible for screening and sending communications in the Merchandising Gatekeeper mailbox.
- Developed the "Gatekeeper 101" document and posted it on the Merchandising Resource Site.
- Served on the MSIT hiring committee.
- Participated in other cross functional projects as needed.
- Worked with Merchandising and BTM to organize video shoots and item information for the 2nd Half Merchandising Video Playbook.
- Served as the Merchandising Operations liaison for the Flexible Fulfillment program.

Lowe's Companies Inc September 2007 to August 2008 Product Information Analyst  
City , STATE

- Created UAT test scripts for our marketing data initiative.
- Worked with SDG and BSG to implement the marketing data project into PCM.
- Lead the UAT testing efforts from the business side.
- Helped develop training materials with an outside agency for the MA's and PCS's.
- Taught users how to review and approve marketing data in PCM.
- Worked with Big Hammer and our IT group to reconcile our taxonomy for conversion.
- Responsible for documenting any maintenance requests or enhancement requests into Footprints.
- Assisted SDG with trying to resolve any system issues.
- Member of the HEAI group to standardize our attributes so they can be passed through the GDSN.
- Presented in HTF conference in Memphis, TN on "How to do Business with Lowe's".
- Helped with new initiative to get our marketing data through the GDSN.
- Responsible for making any changes to the taxonomy in PCM and communicating the changes to Big Hammer.
- Maintained the Marketing Data Requests mailbox.

Lowe's Companies Inc November 2005 to September 2007 Product Content Initiative Specialist  
City , STATE

- Worked with Merchandising, Marketing, and other internal groups to create over 1,000 categories and over 18,000 attributes for the Product Specific Selling Attribute Project.
- Helped Merchandising define response parameters and examples for all the attributes that were developed.
- Presented in MVP staff meetings to discuss the Product Specific Selling Attribute project.
- Worked with a third party company to reconcile their taxonomy with Lowe's to help push Lowe's toward the global standards in data collection.
- Participated in UAT testing for the new Product Content Management program.
- Member of the Working Committee for 1SYNC.
- Responsible for helping the PCM Coordinators On-Board vendors.
- Worked with UAT testing for setting items up in mainframe for Canada.
- Gathered information from vendors to load products onto Lowes.com.
- Worked with the Senior Copy Writer to develop Standard Operating Procedures to help the Product Content Specialists.
- Worked with vendors to gather product copy and entered into EDAM.

Lowe's Companies Inc June 2003 to November 2005 Merchandising Assistant  
City , STATE

- Captained the Product Line Review Process for Builders Hardware.
- Implemented a dock hardware program for stores.
- Set up items including import items.
- Assisted in setting up the Rexon direct import pneumatics program.
- Assisted in store proofing along with assortmarking and detailing new and remer stores.
- Used problem solving skills to assist stores and vendors with issues on a daily basis.
- Mentored for the Merchandising Assistant in Training Program.
- Member of the GALLUP Committee.
- Used Mainframe and other merchandising programs daily to keep items accurate and up to date.

#### Education

Appalachian State University Bachelor of Science : Business Administration Management City , State Business Administration Management

#### Computer Skills

Microsoft Excel, Microsoft PowerPoint, Microsoft Visio, Microsoft Word, Oracle SQL, Order Management

#### Additional Information

- Lean Six Sigma Yellow Belt
- Unsung Hero Award