RAVEN WOODRUFF

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SUMMARY

Passionate technology professional with experience identifying business problems and finding solutions while working on cross-functional teams to plan, build, launch and manage strategy projects. Prioritize and manage multiple projects within specifications and budget restrictions.

PROFESSIONAL EXPERIENCE

Real Estate Program Analyst **Atlanta, GA**
Zillow Group June 2019- Present

- Collaborate cross-functionally across Zillow Offers to build a better experience for the client
- Identifies clients' needs & defines a roadmap to define new processes and implementing continuous improvement
- Supports buyers with operational and technical solutions to optimize Zillow Home Self-Touring
- Creates pilots to test for new workflows
- Analyzes 30+ incoming leads on Salesforce a day across 26+ markets
- Performs job duties by using Salesforce, Ekata, Gong, Okta, ShoreTel, Sonar, and Slack

Business Information Analyst II **Atlanta, GA**
Contract Fulfilled for Emory University May 2019- June 2019

- Maintained AWA database and records and used LexisNexis
- Supported projects for loading and transferring data between information system databases that supports the office of Advancement and Alumni Engagement
- Focused on data analysis, data visualization, & data modeling using Crystal Reports
- Managed and closes 50+ ServiceNow tickets per day

Management Consultant **Atlanta, GA**
IBM (Global Business Services) February 2017 – June 2018

- Projects included working client-facing on mergers and acquisitions, block chain, and developing the talent & engagement division focusing on Workday
- Served as an Assistant Project Manager by conducting budget planning and managing the financial responsibilities including budget tracking, chargebacks, variances, and monthly forecasting
- Created, monitored, tracked, & adjusted project plans based on critical milestones using MS PowerPoint
- Led team meetings and high-level business discussions with clients
- Performed duties using AWS, MS Excel (Pivot Tables & VLookup), MS PowerPoint (creating decks), MS SharePoint, and MS Visio (creating swim lane diagrams)
- Facilitated the onboarding and ramp up of new project team members
- Collaborated with cross-functional PMO teams to fully support the client(s) needs
- Used Design Thinking methods to redefine problems and find alternative strategies and solutions

Information Security Analyst **Columbia, SC**
BlueCross BlueShield of South Carolina May 2016 – January 2017

- Monitored the network for security breaches and investigated violations
- Performed threat and vulnerability scans and conducted penetration testing

- Configured, maintained, and troubleshoot multiple technologies such as IPS/IDS, WAF, HSM, packet capture, and network malware detection solutions
- Enforced compliance policies, standards and guidelines, and procedures

Desktop Support Engineer   **Columbia, SC**
Columbia Heart Clinic   January 2016 – May 2016
- Maintained the network with up-to-date patches and performed small tasks on the servers
- Installed, upgraded, supported & troubleshoot Windows operating systems, MS software, and other apps
- Provided desktop & remote support for laptops, desktop computers, printers, and other peripherals
- Managed employee credentials via Active Directory such as: assigning and maintaining user logons, password resets and access privileges

SKILLS

- Adv. MS Skills: Excel, PowerPoint, Project, SharePoint, Visio, & Word
- Cloud Apps: Amazon Workspace (AWS), Box, Slack
- Design Thinking

- Agile Methodology
- Project Management
- Salesforce
- ServiceNow
- Ultipro

EDUCATION

University of South Carolina   **Columbia, SC**
Bachelor of Science in Integrated Information Technology   May 2015