

# Rebecca K. Roos

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## Summary of Qualifications

- Ability to independently lead initiatives, leveraging mature judgment and strong interpersonal communication skills
- Experience producing detailed yet succinct how-to guides and informational resources
- When analyzing complex processes, ability to balance attention to detail with looking at bigger picture

## Professional Experience

### Senior Business Systems Analyst, UC Berkeley Extension, Berkeley, CA

August 2017 - Present

- Co-lead Business Analyst implementing international module of Destiny student information system and international program application redesign; gather requirements and test use cases to identify bugs, gaps, and new business processes; document and train staff on new system features
- Explored unfamiliar features of online course evaluation system, Blue, to enable transition of evaluations formerly in Qualtrics to Blue, resulting in all course evaluations being administered from same system
- As lead Business Analyst for campus partnership programs (ex. Concurrent Enrollment), import hundreds of records from campus student information system, Campus Solutions, to Destiny each spring and fall term; communicate to programmer necessary changes in business logic governing data pull
- Leveraged and tested new or unused Destiny features to facilitate shift from manual to automated wait list and restricted enrollment processes

### Business Systems Analyst, UC Berkeley Extension, Berkeley, CA

June 2016 - July 2017

- As lead Business Analyst, in consultation with international programs stakeholders, examined International Department business processes to identify areas for improvement; applied findings to expand and refine reporting and to inform decision to adopt two new modules of Destiny student information system
- Led completion of and improved regression testing process, and assigned new feature and bug fix testing to staff when Extension received new builds of Destiny; when issues were found, submitted detailed descriptions to internal ticketing system for elevation to Destiny Solutions vendor
- Assessed value of custom report creation and change requests in in-house Berkeley Extension Reporting Tool; documented search criteria and report output for programmer who builds reports; verified data once reports were built
- Served as main Project Manager for online course evaluation system, Blue, which included ensuring data is up-to-date, creating new projects and reports each term, and troubleshooting student and staff issues
- Maintained ownership of library of job aids, which included creating, organizing, and regularly updating guides for numerous Extension systems and business processes

### Program Coordinator, UC Berkeley Extension, Berkeley, CA

October 2011 - June 2016

- Coordinated scheduling logistics, instructor needs, and budgets for 70-90 courses each term
- Assisted students and instructors with navigating various systems, including Destiny, public website, and Canvas, and understanding institutional policy
- Served as departmental lead for testing, mastering, and training others in Destiny; contributed to and edited job aids for system that are utilized institution-wide
- Served as co-chair of Program Coordinator Committee, bringing together Program Coordinators from all academic departments to increase consistency, discuss best practices, and find areas of improvement; created instructional documents to help train new Program Coordinators

## Awards

Staff Appreciation and Recognition (STAR) Achievement Award, 2014 (UC Berkeley Extension) - for exceptional job performance and contributions to Destiny testing and training

## Education

Bachelor of Arts in Psychology - University of California, Berkeley