TANIA GREEN

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DATA ANALYST/PROGRAM ANALYST/OPERATIONS ANALYST / IT SPECIALIST

– *Accountability* – *Attention to Detail* – *Customer Service* – *Decision Making* – *Flexibility* – *Influencing* – *Information Management* – *Integrity/Honesty* – *Interpersonal Skills* – *Learning* – *Negotiating* – *Oral Communication* – *Planning and Evaluating* – *Problem Solving* – *Reading Comprehension* – *Reasoning* – *Self-Management* – *Stress Tolerance* – *Teamwork* – *Written Communication*	▪ **Management and Program Analysis:** Applied expertise in analyzing and evaluating management programs to enhance organizational efficiency and streamline complex workflows. Successfully developed and implemented management processes that resulted in measurable improvements in operational effectiveness. ▪ **Financial Administration and Program:** Demonstrated proficiency in financial operations, including budget forecasting, cost estimation, and fiscal planning. Achieved significant optimization in resource allocation through the creation of detailed financial models and variance analysis. ▪ **Contracting:** Directed comprehensive federal procurement operations, including requisitions, vendor coordination, and contract management, ensuring strict adherence to regulatory standards. Improved procurement timelines and vendor compliance by refining approval workflows and negotiation strategies. ▪ **Information Technology Management:** Harnessed advanced IT platforms, such as ServiceNow, Power BI, SharePoint, and VBA, to automate critical processes, enhance data accuracy, and generate actionable insights. Delivered custom dashboards and reports that informed leadership decisions and supported organizational priorities. ▪ **Procurement Clerical and Technician:** Supervised purchasing operations and maintained oversight of procurement requests and invoice processing, ensuring alignment with federal and organizational policies. Streamlined procurement tracking systems, reducing processing errors and improving procurement cycle efficiency. ▪ **Budget Analysis:** Engineered robust financial models and conducted in-depth variance analyses to support strategic budgeting and cost-control initiatives. Delivered accurate forecasts and actionable recommendations, contributing to improved financial performance and accountability.

PROFESSIONAL EXPERIENCE & ACHIEVEMENTS

Sr. Business Operations Analyst	**January 2024 – Present**
ACCENTURE FEDERAL SERVICES	40 Hours/Week

Serve as the primary IT procurement liaison for contractor labor and telecommunications services, overseeing end-to-end procurement processes, financial tracking, and operational optimization for large-scale IT initiatives. Collaborate with multidisciplinary teams, including Finance, Information Security, and Supply Chain Risk Management, to ensure seamless integration of procurement and PMO processes.

Key Results:
→ **Procurement Management:** Submitted purchase requisitions ranging from $100 to $1.5 million, managed invoice processing, and coordinated with vendors and subcontract management teams to execute PO change requests, ensuring compliance with contract terms and delivery timelines.
→ **Process Improvement:** Automated contractor citizenship verification via a SharePoint list, reducing onboarding time by 30% and enhancing compliance with federal security standards.
→ **Financial Analysis:** Utilized advanced Excel functions, including PivotTables, INDEXMATCH, and XLOOKUP, to optimize financial trackers, reducing post-period adjustments by 25% and improving accuracy in budget allocation.
→ **Documentation and SOP Development:** Authored 10+ comprehensive standard operating procedures for finance, PMO, procurement, and vendor management processes, standardizing workflows and improving process adherence across teams.
→ **Data Visualization and Reporting:** Conducted ad hoc analyses and developed Excel-based visualizations to identify trends in IT operations, including onboarding timelines and demographic distributions, providing actionable insights for leadership.
→ **Cross-Functional Training:** Delivered training sessions for Finance, Information Security, and Supply Chain teams on procurement and PMO workflows, fostering cross-departmental collaboration and knowledge sharing.
→ **User Acceptance Testing (UAT):** Assisted in UAT processes, ensuring system functionality met operational and user requirements through meticulous testing and feedback.

Business Operations Analyst	**January 2022 – December 2023**
ACCENTURE FEDERAL SERVICES	40 Hours/Week

Served as a purchase requisition and procurement analyst for the AFS IT team, managing vendor acquisition, contractual documentation, and financial compliance processes. Collaborated with program managers, financial analysts, and IT leadership to streamline procurement activities and ensure adherence to organizational policies.

Key Results:
→ **Procurement Operations:** Monitored and managed the IT Purchase Requisition ServiceNow queue daily to process hardware, software, and professional service requests, facilitating the timely onboarding of contractors and delivery of IT resources.
→ **Contractual Oversight:** Reviewed and submitted SOWs, SLAs, MSAs, and other agreements to Procurement for approval and signatures, ensuring compliance with organizational policies and facilitating prompt execution of contracts.

PROFESSIONAL EXPERIENCE & ACHIEVEMENTS	CONTINUED

→ **Invoice Analysis:** Analyzed approximately 10,000 invoices for compliance with billing policies, verifying accuracy in vendor details, costs, and purchase order numbers, reducing billing discrepancies by 15%.

→ **Data Visualization:** Extracted and cleaned ServiceNow data to create procurement metric dashboards, enabling IT leadership to visualize monthly and annual spending trends, acquisition impacts, and labor gaps. This improved decision-making regarding resource allocation and vendor selection.

→ **Vendor Management:** Submitted supplier requests to add or modify vendor profiles, ensuring timely access to services and materials while maintaining an up-to-date vendor database.

→ **Audit and Compliance:** Conducted quarterly audits of contractual agreements, ensuring 100% compliance with record-keeping requirements for the fiscal year and mitigating risk during internal reviews.

→ **Cross-Department Coordination:** Partnered with FP&A approvers to validate business justifications for purchase requisitions and coordinated with program managers to manage contractor-related procurement activities, including invoice approvals, PO creation, and SOW renewals.

Business Operations Associate	**August 2019 – December 2021**
ACCENTURE FEDERAL SERVICES	40 Hours/Week

Supported operational efficiency and financial optimization for labor and non-labor cost management through resource data analysis, financial forecasting, and process automation within a Program Management Office (PMO) environment. Conducted data-driven assessments, managed administrative functions, and developed automated reporting tools to improve resource allocation, cost accuracy, and decision-making across leadership teams. Partnered with developers, program managers, and recruiters to streamline operations, enhance reporting capabilities, and ensure compliance with corporate policies.

Key Results:

→ **Process Automation & Technical Skills:** Developed a PowerShell script to automate Microsoft license tracking, comparing monthly licensing data against resource activity. Enabled the removal of unused licenses, resulting in a 10% reduction in licensing costs and ensuring accurate billing from Microsoft. Documented the scripting process for non-technical stakeholders, ensuring knowledge transfer and process sustainability.

→ **Data Analysis & Reporting:** Conducted monthly and quarterly analysis of headcount data, identifying critical skill gaps and resource trends, which led to a 15% improvement in workforce planning accuracy.

→ **Financial Forecasting & Automation:** Designed and maintained labor cost estimation models using advanced Excel functions and VBA scripting, reducing manual input errors by 20% and increasing forecast accuracy across labor and non-labor expense categories.

→ **Budget Management & Cost Control:** Delivered monthly budget variance reports comparing forecasted costs to actuals, leading to a 12% reduction in unexpected cost variances through more precise forecasting and financial oversight.

→ **Vendor Coordination & Financial Accuracy:** Reconciled contractor time and expense reports with vendor data, ensuring 100% accuracy in monthly financial reporting and supporting timely accrual processes.

→ **Operational Support & Documentation Management:** Created and maintained organizational charts using Visio to reflect onboarding, offboarding, and internal promotions, providing leadership with accurate resource visibility. Managed PMO administrative tasks, including laptop provisioning, SharePoint access control, and timesheet updates, reducing onboarding timelines by 20%.

→ **Collaboration & Cross-Functional Communication:** Partnered with program managers and recruiters to manage role openings, closures, and general PMO support requests, improving response times and operational efficiency across project teams.

IT Finance Intern	**January 2019 – July 2019**
ACCENTURE FEDERAL SERVICES	40 Hours/Week

Assisted in financial analysis, operational reporting, and strategic planning to support IT department goals. Collaborated with cross-functional teams to develop dashboards, analyze trends, and provide insights for leadership decision-making and organizational restructuring.

Key Results:

→ **Variance Analysis:** Conducted monthly variance analyses comparing forecasted versus actual spending for operations and IRB projects, improving accuracy in budget allocation and financial planning.

→ **Data Visualization:** Extracted and analyzed ticketing system incidents in ServiceNow and developed Power BI dashboards to highlight recurring trends such as priority infrastructure incidents and email system issues. These insights informed leadership decisions and quarterly priorities.

→ **Vendor Contract Review:** Reviewed and tracked vendor contracts ranging from $10 to $1 billion, ensuring alignment with organizational spending goals and financial compliance.

PROFESSIONAL EXPERIENCE & ACHIEVEMENTS	CONTINUED

→ **Customer Satisfaction Analysis:** Collected and analyzed customer satisfaction survey data using Microsoft Forms, providing actionable insights for the IT department. Collaborated with the change management team to refine survey questions to align with project objectives.

→ **Strategic Planning Support:** Contributed to organizational restructuring efforts by analyzing client and customer needs and assisting in the development of strategic initiatives to address key priorities.

TECHNICAL & OPERATIONAL SKILLS

- **Procurement Tools and Systems:** Proficient in ServiceNow for managing requisitions and tracking procurement requests, and Costpoint for submitting purchase requisitions and managing financial records.

- **Advanced Data Analysis and Visualization:** Expert in Microsoft Excel (PivotTables, INDEXMATCH, XLOOKUP, IFNA, and macros) for financial analysis, forecasting, and reporting. Skilled in Power BI for creating visualizations and dashboards to analyze procurement and operational data, as well as SQL and Cognos for database queries and reporting.

- **Process Automation and Workflow Optimization:** Experienced in leveraging SharePoint to automate workflows, such as citizenship verification processes, and VBA (Visual Basic for Applications) for automating repetitive tasks and enhancing templates. Proficient in Power Automate to streamline and optimize processes.

- **Programming and Scripting Languages:** Proficient in PowerShell for process automation, data extraction, and system management tasks. Knowledgeable in Python for data manipulation and analysis.

- **CRM and ERP Platforms:** Hands-on experience with Salesforce for customer relationship management and ERP functions.

- **Financial and Procurement Management:** Expertise in budget allocation, variance analysis, cost estimation, procurement workflows, vendor management, and contract oversight, including SOWs, SLAs, MSAs, and PO change requests.

- **Data Gathering and Reporting:** Skilled in manual data extraction and cleaning for customized reporting, ad hoc analysis, and providing insights on trends such as onboarding timelines and demographic distributions.

- **Project Management and PMO Support:** Experienced in resource management, process documentation, cross-functional collaboration, and delivering training to support organizational goals and team alignment.

- **Documentation and SOP Development:** Developed comprehensive standard operating procedures (SOPs) for PMO workflows, procurement processes, financial management, and vendor management, improving operational consistency.

- **Testing and Quality Assurance:** Conducted User Acceptance Testing (UAT) to validate system functionalities and ensure alignment with operational requirements.

- **Soft Tools and Platforms:** Proficient in Microsoft Forms for survey creation and data collection, and Visio for maintaining and updating organizational charts. Skilled in general office tools for document creation, tracking, and collaborative work.

- **Communication and Leadership Skills:** Strong in team collaboration, stakeholder engagement, and delivering cross-departmental training to foster organizational success.

- **Languages:** Proficient in Spanish.

EDUCATION & CERTIFICATIONS

Bachelor of Science in Data Analytics WESTERN GOVERNORS UNIVERSITY

Associate of Science in Information Technology NORTHERN VIRGINIA COMMUNITY COLLEGE

Certifications
- CompTIA Project+
- CompTIA Data+
- AWS Certified Cloud Practitioner
- Business Information Technology Career Studies Certificate