

## BUSINESS PROCESS SPECIALIST

### TRANSFORMATIVE LEADERSHIP | INCREASE PRODUCTIVITY | IMPROVE CUSTOMER AND USER EXPERIENCE

Service-focused professional with creative automated workflow solutions enabling companies to perform more efficiently and improve product and service quality. Accomplished in seeing the big picture, showing companies how to stay on track, increase productivity, and meet financial goals.

Expert in determining where things are broken and providing a prescription to cure the points of pain, reduce process defects and add value in delivering a product or service. Collaborative team player with strong interpersonal skills to gain the trust and support of both the client and project team members.

Transformative leadership, identifying strengths, weaknesses, and opportunities for improvement and developing intuitive and efficient process solutions. Provide communication tactics and tools to involve, educate, prepare, and motivate those affected by change so they can readily adapt to the new environment.

Areas of Expertise include:

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| – <b>Business Process Modeling and Optimization</b> | – <b>Online Collaboration Tool Optimization</b>                      |
| – <b>Functional Business Requirements</b>           | – <b>Contact Center Service Delivery Optimization</b>                |
| – <b>User Stories Development</b>                   | – <b>Retail Banking Service Delivery Optimization</b>                |
| – <b>User Experience Analysis</b>                   | – <b>Talent Acquisition Applicant Tracking Workflow Optimization</b> |
| – <b>Content Development and Management</b>         | – <b>Gap Analysis and Remediation Roadmap Planning</b>               |
| – <b>Training Documentation Development</b>         | – <b>Communications Content Strategy and Development</b>             |
| – <b>Strategic Planning</b>                         | – <b>Standard Operating Procedures and Work Instructions Writing</b> |

## PROFESSIONAL EXPERIENCE

KPMG, Houston, TX

August 2018 – August 2023

### Senior Business Analyst

- Established the IT PMO governance processes, cadence and mentorship for a start-up mid-sized upstream oil and gas company. Facilitated the creation of a sustainable IT PMO governance framework and tools to support the management and status of IT projects for standing up the application portfolio.
- Served as scrum master for two CIO workstreams of a multinational social technology conglomerate. Facilitated scrum ceremonies and tracked tasks, issues, risks, action items, progress, and performance. Motivated teams to make process improvements and eliminate impediments.
- Managed and coordinated various workstream technology evaluations and selection for an upstream oil and gas company based on strategic objectives, growth plans, risks, and opportunities, and communicated insight from data analysis.
- Documented an IT organization's operating model and defined an interaction model for functions within the organization in the form of use cases to help describe how key components of work are executed in the organization structure.
- Provided comparative benchmarking of possible agile operating model delivery and scaling options that best align with the strategic vision of the IT organization of a multinational healthcare and consumer packaged goods company.
- Provided data validation and project management for onboarding applications to the ServiceNow Application Portfolio Management module for a global retail corporation. Created and updated application records in APM. Provided navigation and functionality training to new users.
- Coordinated the redesign of an IT Service Portal in ServiceNow to improve the internal customer and fulfiller experience for a U.S. multinational energy corporation leveraging Employee Experience design methodology through personas, journey maps and moments that matter.
- Coordinated the design, development and testing of new features and functionality to ServiceNow HRSD and ITSM modules leveraging agile scrum methodology for a U.S. based cancer care hospital.
- Defined and developed business requirements and user stories to sustain the security investigation process and reporting needs of an American multinational automobile manufacturer's case management system.

DELL EMC, Houston, TX

2010 – 2018

**Senior Business Consultant**

Provided transformational and consultative leadership to increase business agility, improve customer experience, and increase business productivity and operational efficiency.

- Provided IT transformation strategic planning for retail, health insurance, defense, financial services, medical device, security systems and fleet industries, conducting current state assessment, future state definition, and remediation roadmap to achieve target state Cloud Operating Model.
- Provided IT Cloud Operating Model design and implementation, defining core automated ITSM processes and standardizing services and cross-functional organizational roles to become consumer-oriented. Defined and developed target-state IT Service Management processes, roles, procedures, metrics, remediation roadmaps and training for Incident, Problem, Change, Release, Configuration, Request Fulfillment, Service Catalog, Knowledge, and Continual Service Improvement.
- Defined and developed user-centric design specifications, sustaining use cases and high-level automation workflows for an Enterprise Cloud Storage Management solution for a U.S. information management services company.
- Analyzed current content structure and developed future-state content taxonomy for redesign of a U.S. telecommunications company's community forum website. Aligned content meeting consumer needs for one-stop, self-service, 24X7 support and organizing content to be more intuitive, accessible, and scenario-based.
- Defined and created detailed, end-to-end Greenfield business process flows and requirements for a de novo U.S. retail direct bank offering depository products only via the Internet, mobile app, and email.
- Provided operational readiness testing, training development and delivery and user documentation for Salesforce CRM implementation with a U.S. based commercial banking transaction solutions provider.
- Provided sales and service CRM user experience design improvements for branch and call center channels of U.S. based Fortune 500 retail bank, leveraging Design Thinking methodology.

HRSMART, Richardson, TX

2008 – 2010

**Engagement Leader**

Led implementation of highly customized Applicant Tracking, Learning Management, and Career Development-Succession Planning SaaS solutions within constraints of budget, schedule, scope, and quality, leveraging Waterfall and Agile project management methodologies.

HEWITT ASSOCIATES, Dallas, TX

2005 – 2008

**Recruitment Outsourcing Implementation Consultant**

Developed and provided consultation on best practices for automating workflow solutions for sourcing, recruitment, onboarding, and offboarding.

- Managed requirements gathering process, including leading functional requirements meetings, documenting as-is/to-be process workflow diagrams, resolving discrepancies, and ensuring that system development accurately reflected clients' requirements.
- Documented client business requirements and conducted gap analyses, identifying, and recommending best practices and developing future state processes.
- Documented future-state service delivery procedures, serving as subject matter expert in customization and delivery of training material.

## ADDITIONAL RELEVANT EXPERIENCE

### **BANK OF AMERICA**, Dallas, TX

#### **Operations Manager**

Developed, coordinated, and led workflow and service quality enhancements for nationwide network of Consumer Banking contact centers.

- Established logistics and developed automated workflows for sales call handling and sales fulfillment for 75-seat Accounts-by-Phone sales center that grossed \$100M in deposits within 3 years.
- Increased overall contact center productivity by 80%, utilizing efficient staffing models, skill set blending, and implementing a comprehensive metric ranking system for monthly shift bidding and evaluating agent performance.
- Directed migration of paper-based procedural communications, publication of content and navigational / aesthetic enhancements to contact center's online reference tool.
  - Used Six Sigma DMAIC methodology improving user navigation experience and increasing user adoption of contact centers' online reference tool by 50%, resulting in annual savings of \$65K in improved agent productivity.

## EDUCATION

Studies in Business Administration and Office Management, University of Houston, Houston, TX

## CERTIFICATIONS

- ITIL v3 Foundation Certification, 2014
- ITIL v4 Foundation Certification, 2023
- Six Sigma Greenbelt Certification, 2003
- Certified Scrum Master, 2020
- Certified ServiceNow System Administrator, 2021
- Certified Implementation Specialist, ServiceNow Hardware Asset Management, 2023

## TECHNICAL SKILLS

- Microsoft Visio for business process modeling and journey mapping
- Jama Contour, Confluence, Azure DevOps, ServiceNow Agile, Asana, and JIRA for user stories, use case development, and scrum management.
- Mantis for bug tracking
- AtTask and Microsoft Project for project management
- Jive and Lithium for social collaboration and communication
- Microsoft SharePoint for document management and collaboration
- Mural for journey mapping and sprint retrospectives
- Microsoft Office Suite (Word, Excel, PowerPoint) and Google Docs for documentation, data, and presentations
- SnagIt for visual how-to guides, tutorials, work instructions, and presentations

## ASSOCIATIONS

- Member, ISACA
- Member, Project Management Institute
- Board Director, AIDS Foundation Houston, 2013 - 2019
- Board of Advocates Member, Access Information Network