

STRATEGIC ANALYST DRIVING EFFICIENCY, COST SAVINGS, AND DATA-DRIVEN SOLUTIONS

PROFESSIONAL SUMMARY

Strategic Senior Manager and Business Analyst with a proven record of driving efficiency, cost savings, and data-driven solutions. Expertise in process automation, enhancing operational accuracy, and implementing innovative systems. Skilled in partnering with development teams to align software capabilities with business needs. Recognised for strong leadership, strategic thinking, and effective collaboration with stakeholders.

EXPERIENCE

Career Break

2024

Travelled to 18 countries across 3 continents and relocated from the United States to the United Kingdom.

Ultimate Kronos Group

Principal Business Analyst

2021-2023

Responsibilities:

- Principal Business Analyst of the automation and transformation department of the largest privately held Human Resources and Capital Management company
- **Process Improvement:** Identified, analysed, and optimised business processes to increase efficiency and reduce costs.
- **Process Automation:** Designed and implemented automated processes using UiPath, leading to significant efficiency gains.
- **Team Leadership:** Led and managed a team of analysts and developers, both locally and remotely, including international teams in India.
- **Stakeholder Management:** Engaged with internal stakeholders to understand needs, provide training on best practices, and promote the use of automation in daily tasks.
- **Data Reporting Implementation:** Transitioned the organization from Google Analytics to Power BI, enhancing data reporting capabilities.
- **Upward Management:** Effectively communicated with senior stakeholders to ensure alignment on project goals and objectives.
- **Team Building:** Fostered a collaborative team environment to drive successful project outcomes.

Achievements:

- **Cost Savings:** Delivered over \$12M in potential labour cost savings within 18 months through process automations.
- **Data Breach Recovery:** Led the successful rebuilding of 3,000 environments after a data breach, saving thousands of hours.
- **Power BI Implementation:** Streamlined data reporting processes, improving accuracy and accessibility of insights.
- **Process Optimisation:** Implemented process improvements that reduced cycle times by 30% and increased overall productivity.
- **Problem Solving:** Resolved complex business problems, ensuring smooth project execution.
- **High-Visibility Projects:** Successfully managed and delivered projects of high visibility, demonstrating strong leadership and strategic thinking.

EXPERIENCE (CONTINUED)

Ultimate Kronos Group

Senior Manager

2019-2021

Responsibilities:

- Senior Manager of the Transformation team for our tax department who led the final stages of transitioning to our new tax software for a multi-billion pound company
- **Process Automation:** Led the design and implementation of automated processes to increase operational efficiency.
- **Cost Management:** Oversaw cost reduction initiatives to improve financial performance.
- **Team Leadership:** Managed and guided a team of analysts and developers, both locally and remotely.
- **System Implementation:** Directed the implementation of new systems to streamline operations and enhance accuracy.
- **Stakeholder Management:** Engaged with internal stakeholders to understand needs, provide training, and ensure alignment with business objectives.
- **Compliance and Documentation:** Ensured all processes complied with relevant regulations and maintained thorough documentation.

Accomplishments:

- **Cost Savings:** Reduced Quarter End costs by £400,000 during the pandemic through process automation.
- **Enhanced Tracking:** Increased accuracy of return tracking by implementing a QR code system.
- **Robotic Process Automation:** Implemented RPA, allowing the Notice team to close thousands of cases with minimal human intervention.
- **Efficiency Improvements:** Drove process improvements that resulted in significant operational efficiencies and cost reductions.
- **Team Development:** Fostered a collaborative team environment, enhancing team performance and productivity.

Ultimate Software

Manager

2016-2019

Responsibilities:

- Manager of multiple teams that developed products/processes and completed operations throughout the transition to a newly developed tax software for a multi-billion pound company.
- **System Implementation:** Led the launch and transition of new systems to improve operational efficiency and service delivery.
- **Team Collaboration:** Partnered with development teams to bridge the gap between software capabilities and business needs.
- **Process Improvement:** Identified and implemented process improvements to reduce resource requirements and enhance productivity.
- **Stakeholder Engagement:** Managed relationships with internal stakeholders to ensure project alignment with business objectives.
- **Training and Support:** Provided training and support to team members and stakeholders to maximise system adoption and effectiveness.

Accomplishments:

- **Tax System Launch:** Successfully launched a new tax system, transitioning approximately 3,000 customers (13,000 plus separate companies) over a 12-month period.
- **Resource Optimisation:** Decreased the resource need for creating Quarterly Variance Reports through process automation.
- **Cross-Functional Collaboration:** Effectively collaborated with multiple development teams to align software capabilities with business needs, resulting in improved system functionality and user satisfaction.

PREVIOUS ROLES

Ultimate Software <i>Team Lead</i>	2015-2016
Ultimate Software <i>Sr Business Analyst</i>	2014-2015
Ultimate Software <i>Business Analyst</i>	2012-2014
Ultimate Software <i>Data Analyst</i>	2011-2012

SKILLS & CERTIFICATIONS

- UiPath Certified RPA Associate
- Power BI Certification (PL-300)
- Advanced Excel
- SQL
- JIRA
- Google Big Query
- BPMN Process Mapping
- Process Improvement
- Agile Project Management
- Scrum
- Process Transformation
- Salesforce

EDUCATION

Master's Business Administration: Finance	2010-2012
<i>Chapman University, California, USA</i>	
Bachelor's Degree: Double Major, Management & Finance	2007-2010
<i>Cal State Northridge, California, USA</i>	
