NB

Nori Benigni
PROJECT MANAGEMENT | OPERATIONAL ANALYSIS

SKILLS

- Agile & SCRUM methodologies
- Rally software
- SaaS
- CRM software
- EMR software
- Requirement gathering & implementation
- Feature writing
- Product management
- Product development
- Process improvement
- Data analysis
- Microsoft Office suite
- Critical thinking
- Time management
- Multi-tasking
- Written & oral communication
- Teamwork

EDUCATION

Benedictine University
MBA - Healthcare Admin
Summa Cum Laude
(GPA: 4.00)

Ball State University
BS - Biology
Minor - Economics

PROFESSIONAL EXPERIENCE

Business Operations Analyst II • Dish Network, Englewood, CO | *6/19 - present*
- Wrote business requirements and user stories for new functionality and process improvement efforts for agent, customer and technician facing tools
- Worked with stakeholders from various departments to define project scope, LOE and timeline
- Managed several projects at a time through conception, acceptance testing and deployment
- Acted as subject matter expert and product owner for agent facing tools

Achievements: Received CPAW award for professional excellence in 2019

Cosmetic Operations Manager • Derick Dermatology, Elgin, IL | *2/18 - 2/19*
- Managed day to day operations of the Cosmetic Service department
- Oversaw the productivity of 10 cosmetic consultants and medical assistants
- Created industry events that generated substantial revenue
- Controlled procurement and vendor relations for eight offices
- Managed social media platforms
- Implemented a successful community engagement program
- Attracted hundreds of new patients through social media and community engagement efforts

PROJECTS

Price Increase | *11/19 - 1/20, 4/20 - 6/20*
- Lead efforts to define requirements aiming to alter package and equipment pricing for new and existing customers based on operating costs and market research
- Most extensive project of 2020

Wireless Agent Tool Buildout | *2/20 - Present*
- Worked with executives to define business rules and document decisions
- Created a roadmap to prioritize business requirements
- Gathered business requirements and translated them into features

NABENIGNI@GMAIL.COM

RELOCATING TO INDIANAPOLIS

224-659-6889

HTTPS://WWW.LINKEDIN.COM/IN/NORI-BENIGNI-MBA-10995285/