**Yvonne R. Todd**

Newark, CA

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**Business Systems Analyst**

*Accomplished technical professional with significant success supporting business systems*

Dynamic and technically-sophisticated Business Systems Analyst with expansive experience and achievement in optimizing communications, business systems, and SharePoint sites. Forges effective collaboration with key stakeholders and end-users to define requirements, complete executive updates, and integrate cutting-edge features and technology for enhanced business systems output. Pursuer of creative solutions for today’s challenging technical issues that masters new technology with ease.

Polished communication skills; cultivates and maintains relationships and rapport with diverse groups of clients and colleagues at all organizational levels. Thrives in challenging, fast-paced, and high-stress environments. Recognized for ability to research, analyze, and resolve highly-complex technical issues—without supervision. Hands-on, resourceful, and respected.

*SharePoint Administration & Development / Project Management / User Training & Support*

*Business Systems Analysis / Troubleshooting & Issue Resolution*

**TECHNICAL PROficiencIes/tools**

SharePoint 2010/2013/2016 (On-prem) , SharePoint Online (Cloud-based), SharePoint Designer, Permissions, SharePoint Administration, SharePoint Site Collection Administration, TeamSites, NewsGator Administration, Bamboo Solutions, Microsoft Forms, Microsoft InfoPath, Workflow Management, Nintex Workflows, Microsoft Office Suite, Active Directory, infraEnterprise, HTML, JavaScript, jQuery, CSS, WalkMe, Final Cut Pro X, Motion, Live Type, Flash, Photoshop, InDesign, Dreamweaver, Camtasia Studio, Documentum, Trello, SalesForce, Agile/Scrum

**Professional Experience**

**Business Systems Analyst/Knowledge Management** (2019 -2019) GENENTECH South San Francisco, CA Collaborates with global project stakeholders and IT project team to identify and/or execute required system enhancements for various Knowledge Management Systems. Supports Pharma Technical Development (PTD) with SharePoint migrations according to established migration scope/schedule. Optimizes work processes by focusing on continuous process improvements that benefit stakeholders. Identifies, implements, and communicates system changes and knowledge management process improvements to increase user engagement and adoption. Leverages system, process and knowledge of subject matter experts to develop, drive and deliver adoption activities, system demonstrations and individual and/or group training on the use of Knowledge Management Systems to minimize use of stakeholder resources. Monitors and evaluates system usage/knowledge consumption, provides technical support, documents process overviews, develops training documentation, etc., to increase end-user engagement/knowledge and adoption. Plans, tracks and facilitates stakeholder meetings/appointments, document decisions, risks and actions. Drives consistency and quality of content entered into various Knowledge Management Systems to ensure content remains current, relevant and user-friendly.

**Business Systems Analyst/Team Lead** (2016 – 2019) DEPARTMENT OF DEFENSE Mountain View, CA

Configured, maintained, and updated SharePoint services for the 63rd Readiness Division, Directorate of Public Works. Collaborated with cross-functional stakeholders to design efficient and effective new solutions. Direct workflow of top-performing team. Supported Site Collection for entire command. Completed other IT tasks as assigned including staging laptops and cell phones, and troubleshooting desktop and network issues.

* Automated and scripted key processes with use of SharePoint Designer, Nintex Workflows, and jQuery; slashed processing time during key updates and upgrades.
* Authored standard operating procedures for administration and update/upgrade of SharePoint sites; clearly defined user roles and responsibilities.
* Engaged engineers and other pivotal team members during updates and upgrades to SharePoint system; integrated cutting-edge technology and new features.
* Closely monitored system for outages and other incidents; swiftly reacted to system issues/situations to minimize critical downtime.
* Led in-depth, interactive training sessions for SharePoint site end-users and key stakeholders, empowering participants with useful knowledge, tools, skills, and information.
* Completed successful SharePoint migration; owned quality of migrated content/data and validity of migration process and operation.

**Business Systems Analyst** (2014 – 2016)

Administered and updated multiple SharePoint sites for the 63rd Regional Support Command, Directorate of Public Works. Remained flexible and assisted other departments as necessary.

* Excelled as first point of contact for troubleshooting and client questions; minimized average response time by streamlining and prioritizing requests.
* Clearly documented requests for updates or requests for access; adhered to robust approval process to protect sensitive and classified information.
* Directed comprehensive, interactive training for SharePoint site end-users and key stakeholders, delivering highly-useful knowledge, tools, skills, and information.
* Successfully facilitated migration from Serena Business Systems; owned migrated content/data quality—and the validity of the migration process and operation.

**Business Analyst** (2013 – 2014) FRANKLIN TEMPLETON INVESTMENTS San Mateo, CA

Supported design/development process, and recommended updates to enhance business systems output. Partnered with key stakeholders to define and update requirements. Participated in system test to ensure system rollouts functioned as expected.

* Initiated interactive SharePoint training sessions for end-users and stakeholders to ensure transfer of critical knowledge, tools, skills, and information.

**Content & Communications Analyst** (2012 – 2013) VISA Foster City, CA

Drove consistency and quality for communications and site content across all portals and SharePoint sites. Shared resources and content across multiple sites to foster collaboration and partnership. Produced videos to launch release of new products and services as part of change management process.

**Communications Consultant** (2004 – 2011) WELLS FARGO BANK San Francisco, CA

Constructed and maintained website content and information by utilizing Documentum and HTML. Administered SharePoint sites, actively troubleshooting problems during daily use and frequent updates. Developed new hire training videos and delivered STAR Service™ (to entire department) in order to enhance customer service. Utilized video to announce winners of quarterly awards.

* Gathered and analyzed team member opinions/feedback; forged recommendations for continuous improvement to drive consistency and improvements to SharePoint sites.
* Published and released complex/sensitive communications materials, ensuring information was broadcasted to the correct audience.
* Collaborated with department managers and other stakeholders to produce and update communications/training materials; optimized effectiveness of collateral materials.

*\*\*\*Additional experience as a Client Service Consultant & Executive Office Representative at Wells Fargo Bank\*\*\**

**Education**

**Bachelor of Science in Business Management & Administration**

University of Phoenix – Phoenix, Arizona

**Career AWARDS**

Employee of the Month | E-Ward | Team Player Award | Extra Mile Award | Extra Effort Award | Customer Service Award

Partner Award | Great Performance Award | Shared Success Award | Kudos Award