**Olga Soloviov**

Pittsburgh, PA 15237 • (412) 209-5204 • olga.solo1987@gmail.com

OVERVIEW

Results driven professional with extensive knowledge relating to the business and technical areas of office support functions. A team player with very strong interpersonal and creative problem solving skills, who is capable of working independently, executing multiple projects simultaneously, and is able to communicate with all levels within an organization in a clear and concise manner.

TECHNICAL SKILLS

* Microsoft Power Platform Toolset
* Atlassian Tools: Jira, Confluence
* ERP: Microsoft Dynamics, Sage, Salesforce, Oracle
* CRM: Microsoft Dynamics, Sage, Salesforce
* EDI: 810, 850, 855, 856
* RPA: Automation Anywhere, Power Automate, UI Path
* SDLC Methodologies: Waterfall, Agile (Scrum/Kanban), DevOps
* Process Mapping: Flowcharts, Data Flow Diagrams, Swimlane Diagrams, Value Stream Mapping
* Lean Six Sigma Yellow Belt

PROJECT MANAGEMENT SKILLS

* Product strategy and roadmap
* Strategic planning and analysis
* Documentation writing and maintenance
* Stakeholders management
* Team collaboration management

PROFESSIONAL EXPERIENCE

Wabtec. Pittsburgh, PA
**Project Manager/Technical BA** (03/2020-12/2020)

Coordinated remotely cross functional teams during the implementation of six EDI projects involving new and existing trading partners. Conducted the required assessments to identify the most profitable projects from an ROI standpoint to help groom the active backlog.

Simultaneously worked “hands-on” on RPA POC with use cases provided by the business partners and successfully completed it end-to-end (E2E) acting as PM, BA, Developer and Tester, offering post go-live support.

* Analyzed and documented internal processes to identify areas of improvement
* Created and delivered reports based on analysis findings together with recommendations on how improvement could be achieved
* Found new technical solutions to support improvement recommendations considering how those can impact the long-term growth
* Defined long and short term product vision and communicated it to the development team and the stakeholders.
* Analyzed and strategized in regard to business goals, deadlines, schedules, budgets, resources and team member coordination.
* Formulated, organized and monitor inter-connected projects
* Coordinated cross-project initiatives
* Conferred with personnel concerned to ensure successful functioning of newly implemented systems or procedures
* Gathered and organize information on problems or procedures
* Clearly communicated progress and progress to the executive management via engaging and visual presentations.
* Built Robotic Process Automations using the Microsoft Toolset.
* Built Case Management solution using the Microsoft Toolset.
* Prepared manuals and train workers in use of new solutions.

AdaptHealth. Pittsburgh, PA

**Business Systems Analyst** (01/2020 - 03/2020)

Served as a liaison after the acquisition of Mckesson PCS by Adapthealth from aPM automations prospective by gathering all the information on all the automated processes (involving RPA/EDI/API/OCR) and assisting the cross functional teams with the migration.

* Implemented automation processes by ensuring business process owners and users are trained and documentation for the automated process are complete and published to business owners and users
* Solved day to day issues arising while running robotics processes and provide timely resolutions
* Understood existing automated processes and assist in the facilitation of change requirements as part of a structured change control process
* Provided recommendation on which objects are reusable for other projects
* Leveraged data analysis tools, to provide key insights and strategic decisions

McKesson. Moon, PA

**RPA - Business Systems Analyst/ Product Owner** (05/2018–12/2020)

Worked on launching the RPA initiative at McKesson Medical-Surgical within the Center of Excellence group and driving the Automation Education initiative throughout the organization.

Identified processes fit for automation and groomed the backlog acting as automation product owner, conducted requirements gathering, built and maintained documentation, went live and supported over 16 projects - reallocating more than 35 human resources and saving the company over $1,500,000.00 yearly.

* Analyzed business processes and identifying opportunities for automation and improvement
* Held the responsibility for organizing and maintaining the automation backlog in Jira
* Defined long and short term product vision and communicated it to the development team and the stakeholders.
* Documented and prioritized user stories
* Gathered requirements and converted them into Jira user stories.
* Created a satisfying solution in conformance with the requirements gathered and documented.
* Conducted end user interviews to gain insights into product use
* Developed RPA client architecture and solution proposal focusing on sociability and extensibility
* Served as direct liaison between the business process owners and developers throughout the automation building process
* Provided all the necessary testing documentation and managing the testing phase in collaboration with the business stakeholders and the developer assigned to deliver the automation.
* Maintained data quality and establishment of data validation processes and procedures.
* Supported Policy and Procedure management and governance.
* Create exportable Excel reports and write SQL procedures for data retrieval and Ad-Hoc report processing.

Cook Myosite. Pittsburgh, PA

**ERP Systems Analyst** (09/2017–05/2018)

Served as a liaison between the project and the consultancy teams during the Sage X3 ERP system version upgrade while maintaining all the project supporting documentation.

* Developed and delivered application implementation documents (URS, Acceptance Testing, Configuration Document and Application Maintenance Plan, PDS)
* Conducted and facilitating gathering sessions with the stakeholders involved in the project and SME’s, documenting and prioritizing the requirements.
* Researched, evaluated and recommended new ways through Sage X3 for service delivery and improvement.
* Troubleshooted current version of Sage X3 (V7), assisting users with technical issues captured through ticketing system.

ImproCorp. Pittsburgh, PA

**Business Systems Analyst** (01/2011–05/2016)

Coordinated ERP Data and Processes migration from Microsoft Dynamics to Sage ERP system of the CRM, Sales, Purchasing and Inventory Management modules while leading and analyzing key process improvements and working with partners to roll out new implementations and improvements within the scope defined by the project vision.

* Supported the implementation of new ERP system (Sage) as a business analyst lead.
* Gathered requirements and created functional specifications for Purchasing, Sales, Stock, CRM modules in Sage.
* Coordinated the project teams and supported the stakeholders during the migration from Microsoft Dynamics CRM module to the Sage X3 CRM solution.
* Participated in testing sessions, created sage test cases for Business Acceptance testing.
* Prepared detailed reports for executive management weekly/monthly by collecting, analyzing and summarizing information and trends; recommended actions.
* Coordinated and delivered trainings for processes, system transactions.

Impro Europe. Chisinau, Moldova

**Regional Procurement Manager** (03/2010–12/2010)

Supervised a team of 16 people conducting purchasing operations of surplus printing supplies throughout the USA and Central American countries.

* Helped the team to hit and exceeded monthly/quarterly set goals.
* Participated in process improvement initiatives across the organization to meet new goals and objectives.
* Located supply sources on the global market and built relationships with vendors and suppliers.
* Gathered information and developed reports for management.
* Developed metrics that were used to get new vendors and evaluate their satisfaction.

EDUCATION

**University “Dunarea de Jos”,** Bachelor of Science in Mechanical Engineering, 2009