

# Alla Kudlov

## Business and Operations Analyst

### Contact

San Francisco  
(415) 350-9017  
[akudlov@yahoo.com](mailto:akudlov@yahoo.com)  
[linkedin.com/in/akudlov](https://www.linkedin.com/in/akudlov)

### Profile Summary

A strategic Business Analyst with years of progressive experience improving operations in high growth environments. Recognized as a leader with expertise in analysis, testing, and issue resolution. A strong communicator and cross-functional collaborator who works well with diverse personalities and people at all levels of an organization.

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### Core Competencies & Technical Proficiencies

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Operations | Leadership | Collaboration | Testing | Issue Resolution | Analysis | Cross-Functional Collaboration  
Salesforce | Slack | WebEx | Gainsight | Microsoft Office | JIRA | Hyperion (Oracle) | Eli Admin G-Suite  
(Google Drive, Google Sheets, Google Slides) | Linx | Facets | Cosmos | Zoom

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### Professional Experience

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#### Business Operations Analyst

Palo Alto Networks

2020

*Spearheaded issue resolution related to product entitlements, licensing, Customer Support Portal (CSP), and Prisma Cloud tenant management, delivering solutions as swiftly as possible. Managed the operational dashboard on behalf of the customer success team. Delegated account assignments to customer service managers.*

- Collaborated with cross-functional teams on data clean-up and reporting.
- Worked directly with data analysts to format and organize weekly reports for key leadership.
- Safeguarded accurate reporting for 1200+ accounts and \$50M ARR, ensuring data quality and integrity via Gainsight and Salesforce CRM.
- Built and nurtured positive relationships with internal teams.
- Developed and updated business process and policy documentation leveraged across cross-functional teams.
- Tracked and analyzed customers churn in alignment with renewal representatives.
- Collaborated across numerous teams including IT, data governance, customer success, sales, and renewals to drive entitlement and access issue resolution.

#### Business Operations Analyst/Order Management

Cloudera

2019 – 2020

*Oversee post-sales activities, including provisioning and configuring customer entitlements, support portal and paywall access, license keys, and onboarding communication. Managed daily activities directly related to critical business functions around revenue recognition, customer account set up in Salesforce, and customer support access. Provisioned customers for the use of proprietary Cloudera products and supported subscriptions via Salesforce. Maintained team dashboard and tracked team compliance.*

- Collaborated with global account representatives, support, deal desk, sales operations, engineering, finance, and legal, on resolving customer issues without escalation and entitling customers for complex deals.
- Liaised with account teams, advising on the appropriate account structure and user access and maintained Customer user access via Salesforce.
- Created and maintained business process documents related to customer and partner onboarding, offboarding, support extensions, and specialized customer setup, ensuring streamlined operations.
- Wrote UAT test scenarios and executed UAT test cases for the new product implementation (NPI), documenting any issues and following up with the appropriate teams on fixes.
- Supported internal JIRA requests regarding customer provisioning, user access, and account maintenance.

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## Professional Experience Continued

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### UAT Business Analyst

Clover Health

2018 – 2019

*Reviewed, analyzed, and evaluated claims systems. Evaluated new system functionality and tested claims systems updates and enhancements. Developed business requirements for future system updates. Managed documentation and resolution of UAT defects and issues. Represented the user community, contributed ideas for system improvement. Developed business use cases, test plans, test scenarios, and prepared test data.*

- Drove testing and analysis of key features and reported any defects or issues related to the claims system.
- Provided exceptional support to end-users, utilizing data analysis to recommend business process updates.
- Garnered a reputation as an outstanding collaborator, coordinating closely with teams throughout the project, working directly with vital stakeholders, and facilitating group discussions to promote consensus.

### Business Analyst

UnitedHealth Group

2016 – 2018

*Oversaw eligibility inquiry management, process improvement, customer error-handling, and enrollment status validation. Documented requirements for the Facets system improvement project and reviewed the requirements with the technical team. Coordinated and ran UAT sessions with the team. Led Inventory Collaboration calls with an offshore team and reported status to senior leadership. Created and maintained enrollment and eligibility information in the claims system, including SQL scripts for enrollment and eligibility data validation.*

- Directed the User Guide improvement project, ensuring accurate and consistent documentation across the team and collaborated with the team to update user guides.
- Led the Team Performance Deep-Dive analysis project, identifying areas of improvement and deriving actionable insights, ultimately resulting in dramatic process improvements in both team efficiency and scalability.
- Partnered with cross-functional stakeholders in issue resolution, analyzing, tracking, and resolving errors.
- Exceeded department turnaround time targets and accuracy metrics.

### Intake Coordinator

Genentech

2015 – 2016

*Focused on quality and data integrity, creating patient cases and reports in Salesforce and SQL queries for data validation. Meticulously logged JIRA tickets for any technical issues and tested fixes in staging and production environments. Documented any new processes and distributed across the team for review and roll-out.*

- Recognized as a leader, distributing the workload to a cross-functional team of 45, leading team meetings, tracking action items, and disseminated meeting notes to ensure streamlined operations.
- Drove issue resolution for adverse events by creating and assigning tasks, partnering with case managers and appeals specialists, and tracking all events through completion.
- Played a key role on a process improvement pilot project team.

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## Education & Professional Development

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**San Francisco State University**, Bachelor of Science – Biology (Zoology)

**UC Berkeley Extension**, Certificate Program in Business Analysis

**SFSU Extended Learning**, General/Organic Chemistry, Biochemistry, Developmental Psych, Holistic Health

★ Winner of Five (5) Recognition Awards for Quality, Collaboration, Performance, Relationships, and Innovation