*Tedi Lim*

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*Richardson, Texas*

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Skills

*Agile*

*Data Analytics/Mining*

*Financial Reporting/Trending*

*Google Suite*

 *Docs | Sheets | Slides | Forms*

*Jira*

*Microsoft Suite*

 *Word | Excel | Visio |*

 *Access | SharePoint | Teams*

*MicroStrategy*

*People Management*

*Process Documentation*

*Process Improvement*

*Product Management*

*Risk Analytics*

*Smartsheet*

*Writing BRDs*

Education

*University of Maryland, BA, English, College Park, Maryland*

*Montgomery College-Rockville, AA Liberal Arts, Rockville, Maryland*

*Project Management*

*Fundamentals Certificate*

Industries

*Finance*

*IT*

*Mortgage*

*Operations*

*Retail*

*Risk*

*Telecom*

experience

INTERNATIONAL COMMITTEE FOR THE RED CROSS – January to March 2020 – Geneva, Switzerland (remote)

*Consultant*

* Created process documentation for new Customer Relationship Management software
* Collaborated with Product Owner, Project Manager, and Community Adviser to collect all pertinent data about countries served and mission’s focus
* Studied current practice and innovated more efficient standards
* Established best practices for
	+ *Active listening skills – challenges, staying engaged, and quizzes*
	+ *De-escalation procedures*
* Penned user journeys

CAPITAL ONE via Apex Systems – October to December 2019 – Plano, TX

*Scrum Master / Project & Product Manager*

* Created project plan, assigned tasks appropriately using Agile methodology
	+ *Identified activities for each planned sprint, adjusted when necessary*
* Mined data from all data warehouses
* Collected data via SQL, analyzed and created new dataset to fulfill objective
* Produced documentation on all aspects of data mining, analysis, and output
* Wrote user stories on identified epics
* Prepared and presented all Sprint accomplishments

TOYOTA FINANCIAL SERVICES via Login Consulting – March to August 2019 –

Plano, TX

*Vendor Relationship Analyst / Business Analyst*

* Collected and updated all fiscal end vendor trending and revenue reports
* Prepared all upper-level Power Point decks
* Created high-level tutorial decks for Vendor Relationship job function
* Controlled Team MS Teams site, RAID, Kanban documents
* Prepared Visio flow charts for all OCIO job functions
* Created improvement documents to mitigate risks and work duplication
* Performed analysis for all strategic vendor spend quarter over quarter since 2016
* Utilized Jira to plan/oversee project and daily tasks

STRATEGIC FUNDING SOURCE – October 2018 to January 2019 – Rockwall, TX

*PMO Analyst / Business & Technology Manager*

* Collected and composed business requirements into official document
* Tracked all development changes and trained team on new functionalities following Agile methodology
* Operated day-to-day in-house product management & support
* Created and updated all process documentation and flow charts
* Tracked daily usage and application configuration changes via Jira

AT&T via Kelly Mitchell – March 2017 to August 2018 – Richardson, TX

*Product Manager, Digital Media Productions*

* Product Management: created and monitored Feedback Reporting Tool
	+ *Macro-enabled Excel, which housed all Foresee survey comments around the start.att.net home/portal page*
	+ *Reported daily results from previous day with full reporting*
	+ *Fulfilled all inquiries from Product team for statistical data for x time frame, with y category*
* Business Analyst work around the Ad & Video Monitoring project
	+ C*ollected technical requirements*
	+ *Wrote BRD (Business requirement document) and road map documents*
* Utilized Jira for project milestones and accomplishments

GAMESTOP – August 2016 to March 2017 – Grapevine, TX

*PMO Analyst, Business of IT*

* Audited data within Clarity, which houses all project, time and development plans for Domestic and International projects for ePMO organization
* Ensured SOx compliance for all project tasks by identifying/performing necessary changes, and tracked to completion
* Performed weekly timesheet audit to ensure accurate weekly processing

AMDOCS – 2011 to 2015

Amdocs – November 2014 to November 2015 – Richardson, TX – *PMO Coordinator/Reporting, PMBA*

* Created project tracking report
	+ *Tracked man-hours for each project, per Project Manager*
	+ *Verified roles & responsibilities and budgets are in-line per contract*
	+ *Assigned resources as needed*
* Collected project status updates into a consolidated report for Director presentation

Amdocs – April 2013 to November 2014 – Richardson, TX – *Artifact Manager, MTLG & Enabler*

* Ensured timely delivery of artifacts for multiple teams
* Chased approvals for timely baselined process
	+ *Certified and baselined all product documents, keeping with project timelines*
* Performed daily reporting for Artifacts Database

Amdocs – April 2012 to April 2013 – Manila, Philippines – *PMO Coordinator, Globe*

* Initiated all local staffing activities from resume review, interview, and background verification
	+ *On-boarded new employees – either visiting or local hires*
* Coordinated Phase 1 activities, maintaining open communications with all project teams
	+ C*ollected technical requirements*
	+ *Wrote BRD (Business requirement document) and road map documents*
* Ensured all program/project milestones, including specific documentation updates, are met and on schedule by communicating with multiple team leads and participants
* Controlled RAID (Risks, Action Items, Issues, and Documents/Deliverables) for all project phases
	+ *Analyzed project data –budget vs. actuals, man-hours, and deliverables – for weekly reporting*
	+ *Developed all project-related cost estimates and budget variance reports*
	+ *Acquired/assigned resources as necessary*

Amdocs – August 2011 to February 2012 – St. Louis, MO / Remote – *Artifacts Manager, OMS/ACS*

* Ensured timely delivery of artifacts
	+ *Certified and baselined all product document within project deadlines, chased approvals for timely baselined process*
	+ *Reported weekly progress to PMO, including escalated issues*

BANK OF AMERICA – March 2010 to July 2011 – Richardson, Texas

*Business Analyst / Jr. Project Manager / Process Improvement & Documentation Lead*

* Worked with Program Management team as a Junior member
* *Wrote user stories for process improvement for all organization’s progressions*
* Created and maintained all process documentation, including flow charts
	+ *Re-engineered and improved standard processes at VP’s request*
	+ *Fulfilled ad-hoc reports as requested using Jira application to track progress and accomplishments*
* Created and monitored all Organization’s SharePoint sites
* Administered Centralized Letter Process team of 20 Associates
	+ *Handled over 1500 letter requests daily, including data retrieval, assignments, audits, and daily report*
* Trained all new incoming Associates from on-boarding to hitting the floor

GCI, Inc. – January to October 2009 – Anchorage, AK

*Billing & Account Manager*

* Slashed monthly processing time from 40 hours to 15 by streamlining procedures
* Developed and maintained forecast model for monthly minutes of use and revenue for live journal and accrual entries
* Increased revenue by 20% on the first month by identifying circuits that were not loaded for live billing

XO COMMUNCIATIONS – November 2004 to January 2009 – Plano, TX

*Sr. Billing Analyst*

* Created all monthly trending reports, including forecasting model to estimate monthly accruals
* Developed and maintained forecast model for estimating monthly minutes-of-use
	+ *Improved billing activities by creating checklist tools for managing data processing, usage verification, exceptions analysis, and table maintenance and for easy SOx (Sarbanes-Oxley) audits*
* Trended/tracked all monthly revenue for all 52 markets for live journal and accrual entries
* Primary liaison for systems testing and upgrades by creating parallel test databases and reporting