**Hannah Min**

San Jose, CA • (408) 892-4642 • hannahmin.hn@gmail.com

**RELEVANT SKILLS**

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| * Content Management * KCS Methodology * Agile Methodology | * Budget Management * Project Management * Knowledge Management | * Microsoft Office Suite * Salesforce CRM * JIRA Experience |

**EXPERIENCE**

**Airbnb,** San Francisco, CA February 2020 – Present

*Business Systems Analyst*

* Liaised with engineers to create technical requirements based upon business requirements to be documented in JIRA as stories and tasks
* Reached out to external stakeholders and internal project leaders in the course of work in order to identify and evaluate user and business requirements
* Supervised project development processes with clients and vendors for the successful execution of the project
* Created support documentation related to the Content Management Systems (CMS) program to promote self-service

**LinkedIn,** Sunnyvale, CA August 2018 – February 2020

*Knowledge Analyst*

* Developed and marketed a scalable training solution to support company wide adoption of new software application
* Collaborated with the Engineering teams in their process plans to migrate content between two different CMS platforms including ServiceNow
* Represented IT and Helpdesk tiers while working and contributing towards operational project plans with Engineering teams
* Supported Knowledge Centered Support (KCS) processes including, working with subject matter experts to analyze content and complete editorial reviews within ServiceNow platform
* Created end user and internal support knowledge articles and video content for a wide range of new services, including new video conferencing app, a new hire resource center, and Office 365
* Improved team agile processes by working with subject matter experts to streamline JIRA boards to improve transparency

**Santa Clara Valley Water District,** Almaden, CA April 2016 – August 2016

*Workforce Development Intern*

* Created SOPs (Standard Operating Procedures) for future workers at the District who may need help with tasks relating to HR
* Generated training materials such as online applications, evaluation forms, and materials for the Emerging Leaders Certification Program
* Analyzed survey feedback and compiled results into PowerPoint presentations to inform the Union leaders on the ongoing trainings
* Created “How To” presentations related to the Workforce Development trainings and taught them in front of District employees

**LANGUAGE**

* Korean - Fluent