

SUMMARY

Business Process Analyst with three years of experience working in banking and insurance. Well versed in process improvement/management, quality assurance and audit, database management, and analyzing large sets of data to improve operational efficiency. Graduate from the College of William and Mary with a degree in Psychology and a certificate in Data Analysis & Visualization from the University of Richmond.

Skills & Certifications: Data Analysis & Visualization, Lean Six Sigma Yellow Belt, Agile Methodology, Risk Management (CPCU 500 passed), Excel/Sheets (VBA Macros/Formulas, Pivot Tables, V-Lookups, Modeling & Forecasting), PowerPoint, Word, Quickbooks, Tableau

WORK EXPERIENCE**Digital Intelligence Systems (DISYS)****August 2020 – May 2021***Senior Business Process Analyst (Contractor) – Capital One, Small Business Banking & Lending**Remote*

- Designed and implemented QA process pertaining to an audit of 1800+ loans and for a team of twelve Business Loan Advocates
- Performed quality assurance within Capital One Small Business Banking 2020-2021 loan documentation, remediated findings to enterprise standards, and created Excel/Tableau reports of analysis for distribution to internal stakeholders and upper management
- Maintained enterprise standards of document imaging and relational indexing within Capital One's loan database management systems
- Collaborated with Business Loan Advocates and management to determine appropriate scope of QA, remediation and analysis

Digital Intelligence Systems (DISYS)**September 2019 – June 2020***Business Process Analyst (Contractor) – Capital One, Operational Risk Management**Richmond, Virginia*

- Analyzed Excel reports/data pertaining to Product Risk Assessments (PRAs) and Process Level Assessments (PLAs), supporting the Assessment Advisory Team in management of risk and controls within Capital One's various Lines of Business
- Performed quality assurance of risk assessments and built workbook automation to validate for distribution to internal stakeholders
- Formatted data in support of regular validation processes; including consolidating information across a variety of internal data sources to maximize visibility and streamline process flow
- Maintained enterprise standards in recordation of risk and controls within Capital One's risk management database system (PRIME)

ServiceMaster Clean**May 2019 – September 2019***Lead Recruiter**Richmond, Virginia*

- Oversaw the recruiting process for a local commercial janitorial services company with over 500+ working employees
- Partnered with hiring managers to discern workforce needs, define job parameters, and to outline desired qualifications
- Sourced, screened, and interviewed 40-50 candidates/day to fulfill job placement for 6 million sq. ft. of building space

Kinsale Insurance**August 2018 – April 2019***Associate Underwriter – Small Business**Richmond, Virginia*

- Analyzed the risk & exposures of small business clients to determine premium value and Commercial General Liability coverage offered
- Maintained constant communication with insurance brokers to negotiate pricing, evaluate loss history, and grow book of business
- Collaborated with team members and management to maintain underwriting guidelines and review incoming CGL applications

Peter-Blair**March 2013 – August 2018***Sales Associate**Richmond, Virginia*

- Maintained constant presence on sales floor to address customer needs and to ensure positive shopping experience
- Assisted customers with trying on items, finding appropriate sizes, tailoring/markings pants, and completing purchases
- Promoted and assisted in social media sales initiatives, brand development, and store image

Moose Head Ranch**May 2015 – August 2015 and May 2016 – August 2016***Dude Wrangler**Moose, Wyoming*

- Responsible for safely guiding multi-terrain equestrian trips through the remote wilderness of the Grand Teton National Park and Bridger Teton National Forest, along with daily upkeep of 84 head of horses and general maintenance of a 120-acre dude ranch
- Staff selected by a cast of 15,000+ votes by the Wyoming Dude Wrangler's Association as #1 Hosts and #2 in Riding

EDUCATION**University of Richmond****July 2020 – February 2021***Certificate in Data Analytics and Visualization**Richmond, Virginia*

- Relevant Coursework: Excel, Fundamental Statistics (Modeling & Forecasting), SQL, Python, Tableau

The College of William and Mary**Class of 2018***Bachelor of Science in Psychology**Williamsburg, Virginia*

- Activities: Branch Out Alternative Breaks, InterVarsity, Undergraduate Honor Council, Sigma Pi Fraternity

St. Christopher's School**Class of 2013***High School Diploma**Richmond, Virginia*

- Recipient of the David M. Boney Jr. '44 Memorial Prize