|  |  |
| --- | --- |
| ***TAMARA WALKER, MBA*** | (678) 499-2890• lardell@yahoo.com |

**Summary of Qualification**

Tamara is a Detailed-Oriented, Process Improvement, and Strategic Analyst that practice Best Practice, Process Improvements, Closing the Gap, and an advocate to practice the DMAIC approach for process elimination of errors within the Agile Environment. Focused highly on transparency from a cross-functional view to increase efficiency, inherit accountability, and enforce improvements by developing business processes. Developing journey mapping to ensure consistency and to help improve the quality of customer service and to develop a seamless experience across all channels.

**AREAS OF FOCUS**

√ Adopting the Define Measure Analyze Improve Control approach.

√ Enforce Accountability through engagement between teams and the customers.

√ Conduct business analysis to help identify the gap analysis via Visio.

√ Engage with the “as-is” to follow the “to-be” approach.

√ Incorporating Best Practices and Lesson Learned with quantifiable facts.

√ Performed risk assessments on key business activities and processes.

√ Six Sigma Green belt methodology driven for success.

√ Conducting analysis and process modeling via Workday.

√ Reengineering continuance process improvement for wins

√ Develop SOPs, Scorecards, RASICS, How to Do, Swimlane process workflows.

√ Conduct subject audits for tracking progress accuracy.

√ Identify and reduce all business risks through effective implementation and monitoring controls.

√ Leading projects to execution by provided end-to-end analysis.

√ Process Journey mapping throughout various departments.

√ Enforced Best Practices and Lesson Learned activities to reduce error and improve processes.

√ Incorporating Change Management process to support scope creep.

√ Supporting development of User Stories, Use Cases, Test Plans, Test Cases.

**Professional Experience**

**Intradiem, Business Process Improvement Analyst (2017 to 2019)**

* Improved the processes by enforcing collaborating and transparency to close the gap.
* Developed detailed SOP and Swimlane process workflows to create consistency, improve process improvement, and improve process quality in an Agile environment.
* Developed, implemented, and maintained internal policies and procedures using LogicGate.
* Worked with the Engineering Department and cross-functionally by developing the SDLC from requirement gathering into product execution.
* Supported the Dev team to develop the requirements, Design team to design the product, QA to test the product, DevSecOps to control releases and feasibility, and Technical Support to maintain and support the product.
* Internal auditor to adhere to policies and procedures to become ISO 9001certified.
* Created process journey mapping for Sales, Product, Marketing, and Finance teams.
* Reviewed documentation for validating exceptions and the feasibility of suggested resolutions.
* Analyzed data to ensure customer satisfaction by lesson learned, best practices, and developing improvements for processes within an Agile environment.
* Conduct ad-hoc interviews to adhere to the responsibilities of the assigned tasks.

**Magna Powertrain, Requirements Manager (2014 to 2016)**

* Developed Data dictionary, and process workflows conducted by working sessions with the teams.
* Provided strong communication skills to translate complex concepts between the technical and the business teams tracking issues in JIRA and Dashboards in SharePoint.
* Executed coordination between the team and the customer to moderate and run evaluation workshops along with managing schedules, deliverables, status, risk, budget, and quality elements.
* Executed Business Process Management projects to support the global process owners.
* Led the offshore team in adopting consistency with analyzing data using Excel.
* Delivered elements of systems design, test plans, wireframes, or other detailed deliverables.

**Contract Positions (2011-2014)**

**Turner Broadcasting, Senior Business Analyst\Process Specialist**

* Supported the technical, business, and development team by eliciting the business requirements to identify business needs and resolve issues affecting the project utilizing JIRA and Confluence.
* Assisted in defining quality attributes external interfaces, constraints, business and system requirements to develop managed controlled documentations.
* Configured a requirements specification document for collecting specific data and performing data modeling flowcharts utilizing SharePoint as a document repository.
* Created software documentations and User Guides to improve process to perform cross-functional impacts and collaboration within Turner Sports.

**Georgia Institute of Technology**

**Senior Business Analyst (2010-2011)**

* Conducted requirements gathering sessions to review and analyze the Information System solutions by developing Swimlane, RASIC, and process workflows using Visio.
* Led the technical and business teams to understand the new application by capturing the requirements and developing SOPs for plan of action to track issues and Dashboards.
* Created project schedules by following Design Scopes estimating time requirements and constraints along with monitoring milestones throughout until execution.
* Created SOPs and User Guides training for the Editorial business for new system application.
* Conduct business process modeling utilizing ERP systems.
* Presented findings to leadership and trained analysis by conducting work sessions using PowerPoint.

**Electronic Data Systems**

**Business Analyst\Project Manager (2005-2009)**

* Worked with SMEs to gather business requirements and develop solution for risks and issues.
* Managed large system implementation platform projects cross-functionally to meet the deadlines.
* Supported offshore development team resources for small to medium projects.
* Mentored project team members with processes, standards and Change Management processes.
* Performed end-to-end analysis of existing processes and develop gap analysis for improvement.
* Extrapolated RTMs by performing traceability between business and system requirements.
* Technical liaison between the technical and business teams to understand the business needs by enforcing SOW along with a plan of action for execution.
* Developed requirements documentations along with process workflows and RASICs using Visio.

**General Motors**

**Implementation Specialist/Database Analyst/Business Analyst (1998-2005)**

* Implemented new process technologies and organizational strategies.
* Examined and implemented cost savings opportunities through SDLC process from project conception through closing phase.
* Analyzed Y2K compliant components and extracted financial data for the NA division.
* Developed databases, queries and macros to create reports and updates for data integrity.
* Trained Business Analysts to enforce collaboration and consistency to become process driven.

**Education**

|  |  |
| --- | --- |
| **University of Phoenix | 2008** | **Davenport University | 2006** |
| Master of Business Administration | Bachelor of Business Administration |
| Technology Management | E-Commerce/Web Development |
|  |  |
| **Management and Strategy Institute | 2018** |  |
| Six Sigma Green Belt certificate |  |