Harriett Shands

Functional Analyst

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📞 (325) 559-7309

📍 123 Elm St, Omaha, NE 68102

Education

Bachelor of Science in Information Systems and Technology at University of Nebraska-Lincoln, NE
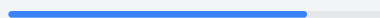
Sep 2018 - May 2022

Relevant Coursework: Database Management, Network Administration, Cybersecurity, Systems Analysis and Design, Web Development, Data Analytics, IT Project Management, and Cloud Computing.
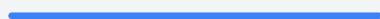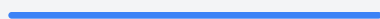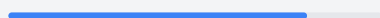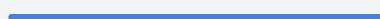
Links

linkedin.com/in/harriettshands
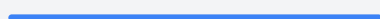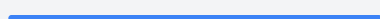
Skills

SQL

Python

Tableau
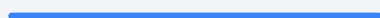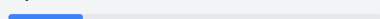
Power BI

JIRA

Salesforce

SAP

Languages

English

Spanish

Hobbies

Profile

Diligent Functional Analyst with 1 year of experience in analyzing and optimizing business processes, gathering requirements, and delivering technology-driven solutions. Adept at collaborating with cross-functional teams, identifying improvement opportunities, and providing data-driven recommendations. Strong problem-solving and communication skills, coupled with a keen eye for detail, contribute to effective and efficient solutions.

Employment History

Functional Analyst at Cognizant Technology Solutions, NE

Apr 2023 - Present

- Streamlined business processes by implementing a new software solution, resulting in a 25% reduction in operational costs and a 15% increase in overall efficiency for a major client.
- Led a cross-functional team to identify and resolve a critical system issue that was causing a 20% decline in productivity, ultimately restoring full functionality and improving system reliability by 30%.
- Successfully managed the integration of two major systems for a client merger, ensuring a smooth transition with minimal downtime and a 10% improvement in data accuracy across both platforms.

Associate Functional Analyst at Union Pacific Railroad, NE

Jul 2022 - Mar 2023

- Reduced operating costs by 15% through streamlining workflows and implementing process improvements, resulting in annual savings of $500,000 for Union Pacific Railroad.
- Successfully led a cross-functional team of 10 members to develop and implement a new inventory management system, which improved efficiency by 25% and reduced stock discrepancies by 30%.
- Developed and delivered comprehensive training materials for 50+ employees, resulting in a 20% increase in overall productivity and a 10% decrease in errors for the department.

Certificates

International Institute of Business Analysis (IIBA) Certified Business Analysis Professional (CBAP)

Sep 2021

IQBBA Certified Foundation Level Business Analyst (CFLBA)

Oct 2019

Memberships

International Institute of Business Analysis (IIBA)