

Moreen Spracklin

Business Process Analyst

Profile

I am a Business Process Analyst with over 1 year of experience in improving processes, driving efficiency and increasing sales. My expertise lies in assessing current business processes, identifying areas of improvement and recommending solutions. I have extensive knowledge of process modeling, data analysis, requirements gathering, gap analysis, process improvement and process optimization. I have successfully implemented process improvement initiatives that have resulted in increased revenue, cost savings and improved customer service. I am an effective communicator and have successfully collaborated with stakeholders to identify and analyze process improvement opportunities. I have a strong drive to ensure that business processes are efficient and effective in meeting organizational objectives.

Employment History

Business Process Analyst at Deloitte, NJ

Nov 2022 - Present

- Streamlined business process at Deloitte, NJ, resulting in a 25% reduction in operational costs.
- Developed an automated system to monitor the performance of Deloitte's NJ-based operations, resulting in a 20% increase in productivity.
- Implemented a new customer service protocol that improved customer satisfaction ratings by 15%.

Associate Business Process Analyst at Ernst & Young, NJ

Aug 2022 - Oct 2022

- Streamlined business processes for a major client of Ernst & Young, NJ, resulting in an estimated \$400K reduction in operational costs. Conducted an in-depth process analysis, identified key areas for improvement and implemented new procedures to optimize the client's workflow.
- Developed a comprehensive training program for staff to ensure effective deployment of the new procedures. Implemented the program, which resulted in a 30% increase in productivity.
- Developed a data visualization dashboard to provide senior management with real-time insights into key performance metrics. The dashboard enabled executives to make informed decisions quickly, resulting in a 25% increase in revenue.

Education

Bachelor of Science in Business Process Analysis at Rutgers University, New Brunswick, NJ

Sep 2018 - May 2022

Relevant Coursework: Business Process Improvement, Business Process Modeling, Business Analysis, Systems Analysis, and Project Management.

Certificates

Certified Business Process Professional (CBPP)

Jan 2022

Details

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Trenton, NJ

Links

[linkedin.com/in/moreenspracklin](https://www.linkedin.com/in/moreenspracklin)

Skills

Process Improvement

Requirements Gathering

Business Analysis

Data Analysis

Process Mapping

Project Management

Stakeholder Engagement

Languages

English

Japanese

Hobbies

Data Analysis

Writing

Programming