

# OLIVIA SMITH

Process Analyst

## PROFESSIONAL SUMMARY

Experienced Process Analyst with 7 years dedicated to improving operational workflows and efficiency. Proficient in data analysis, process documentation, and strategic implementation of enhancements to drive business outcomes. Adept at collaborating with cross-functional teams to identify inefficiencies and deliver impactful solutions that align with organizational objectives.

## WORK EXPERIENCE

**Process Analyst** May / 2020-Ongoing  
**Blue Sky Innovations** Chicago, IL

1. Conduct thorough analysis of existing business processes to align with departmental goals and available resources.
2. Manage testing of process improvements, oversee roll-out, and provide training and documentation for staff.
3. Act as a liaison between operational departments and IT to facilitate effective communication and implementation of solutions.
4. Generate comprehensive reports using tools like SAP, Excel, and custom SQL queries to support data-driven decision-making.
5. Support onboarding of new team members by delivering process training and materials.
6. Design and revise forms to adapt to evolving departmental requirements, ensuring efficient data capture and delivery.
7. Evaluate compliance of processes in retail settings, ensuring adherence to both company and regulatory standards.

**Process Analyst** May / 2018-May / 2020  
**Lakeside Apparel Co** Chicago, IL

1. Collaborated with Data Analysts to document procedures and create corporate reports, enhancing reporting accuracy.
2. Produced detailed weekly and monthly reports, totaling over 200 pages, to support executive decision-making.
3. Utilized Excel to create visual graphs and insights, streamlining data presentation for stakeholders.
4. Adapted to project challenges and identified pathways to success through thorough analysis and strategic adjustments.
5. Demonstrated commitment and initiative, consistently exceeding performance expectations and delivering high-quality outcomes.
6. Successfully completed multiple projects, ensuring alignment with corporate objectives and timelines.

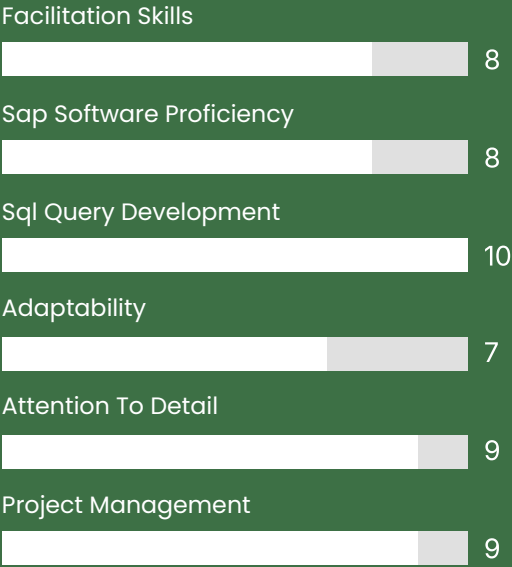
## EDUCATION

**Bachelor of Science in Business Administration** May / 2016 - May / 2018  
**University of Illinois** Toronto, ON

Focused on operations management and process improvement methodologies.

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## SKILLS



## INTERESTS

- Scuba Diving E-sports  
Reading Fiction Puzzle Solving

## STRENGTHS

- Stewardship Teamwork  
Tenacity Vision

## LANGUAGES



## ACHIEVEMENTS

- Led a cross-departmental initiative that reduced process cycle time by 20%, resulting in significant cost savings.