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# WORKFLOW ANALYST RESUME

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## Job Objective:

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Workflow Analyst position where I can effectively utilize my skills and expertise.

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## Highlights of Qualifications:

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- Ability to understand network technologies and components
  - Excellent interpersonal, organizational and communication skills
  - Excellent analytical and critical thinking skills
  - Ability to recognize key terms and concepts around ITSM processes
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## Professional Experience:

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Workflow Analyst  
McKesson Corp., Seattle, WA  
August 2005 – Present

- Worked with SQA Analyst software development teams to test products in a fast-paced commercial software development environment.
- Established and lead a global informal workgroup of all finance LWSs.
- Ensured that users can obtain reports that they need to do their job.
- Reported design, construction and training using end user reporting tools from SAP Business Objects.

Workflow Analyst  
RSA CORP, Seattle, WA  
May 2000 – July 2005

- Assisted production teams to identify opportunities for significant positive impact through observation and workflow mapping.
  - Developed and prepared proposals for process and workflow improvement projects.
  - Proficiently lead multi-disciplinary, multi-department teams.
  - Ensured that progress on projects advanced in a timely manner.
  - Provided Content Services sales support for customer visits.
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## Education:

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Bachelor's Degree in Computer Science  
University of California, Berkeley, CA

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