

OBJECTIVE

Seeking an analyst position in a growth oriented company that can use my unique combination of analytical, administrative and interpersonal skills.

SKILLS & LANGUAGES

Personal:	<i>Excellent problem solving, communication and organizational skills. Ability to handle multiple tasks efficiently and effectively. Ability to support a large, global team.</i>
Computer Hardware:	<i>IBM PC Compatibles, MAC, Printers, Scanners, Copiers.</i>
Computer OS:	<i>Windows XP, NT, 98, Y2K, Mac OS 8,9.X,10.X</i>
Computer Software:	<i>SAVO, SharePoint, SPSS, Qualtrics, Email, Calendar, Remedy, SAP, Documentum, Microsoft Office (Visio, Word, Excel, Access, PowerPoint, Outlook), Netscape Mail, Thunderbird, Front Page, QuickBooks Pro.,</i>
Applications:	<i>Skillsoft, NetZoom, Ariba, Remedy, Documentum, eConferencing, eTrip, IBM T&E, ePortal.</i>
Languages:	<i>Russian</i>

EXPERIENCE**TOLT SOLUTIONS, INC. GREENVILLE, SC****Sales Effectiveness Specialist, February 2015 – Present**

Portfolio & Sales Effectiveness

- Coordinating and planning with key stakeholders to support Tolt sales, marketing and portfolio initiatives.
- Coordinating with portfolio and sales to manage alignment of content and training release with portfolio releases.
- Creating of and editing of content for use in sales effectiveness.
- Overseeing content management and governance of the Sales Asset Manager site, including monitoring content publishing schedules.
- Configuring, administering and maintaining on-line tools to support sales activities.
- Manage upcoming system enhancements projects, including recommending new functionality enhancements, prioritizing enhancement schedule.
- Serving as main point of contact for content contributors within all user groups, including planning and coordinating meetings with contributors and approving all content prior to publishing.
- Monitoring usability and adoption of the systems, including analyzing site data for enhancement planning.
- Training of new users.
- Acting as liaison to systems administration team.
- Monitoring and fulfilling inquiries and requests as well as site feedback channel.
- Coordinate communication of site updates across all users.

COMPUCOM SYSTEMS, INC. DALLAS, TX**Portfolio Strategy Sr. Specialist, November 2012 – January 2015**

Portfolio Strategy & Sales Enablement

- Coordinated Architecture Review Council meetings.
- Served as main point of contact for content contributors for training events within portfolio, sales, and marketing groups, including planning and coordinating meetings with contributors.
- Coordinated with portfolio, sales, and marketing to create and release training for Sales and Solutioning organizations.
- Managed content on SharePoint site for portfolio and architecture organizations.
- Administered on-line tools to support training events.
- Monitored usability and adoption of data center documentation and management solutions system, including analyzing site data for enhancement planning.
- Managed upcoming system enhancements projects, including recommending new functionality enhancements.
- Training of new users.
- Acted as liaison to systems administration team.
- Monitored and fulfilled inquiries and requests.
- Coordinated communication of site updates across all users.

Harte-Hanks, YARDLEY, PA*Market Research Analyst, April 2007 – November 2012*

Data Analytics • Qualitative / Quantitative Research

Industry Experience

Retail • Automotive • Wireless Communications • Banking/Finance • Education • Hospitality / Travel, Healthcare, Financial Services

- Participated in actionable market analyses that help shape and support client and internal marketing initiatives.
- Performed secondary research and coordinated competitive/market intelligence activities.
- Recommended research methodologies, designed questionnaires, coordinated studies.
- Analyzed primary research data and prepared topline and final presentations/reports
- Served as a liaison between clients and third party research companies.
- Prepared statements of work (SOW) with third party vendors on behalf of clients.
- Maintain frequent communications with client, including project updates and problem solve issues if necessary
- Mentor new employees

BRISTOL-MYERS SQUIBB COMPANY, HOPEWELL, NJ*Platform Engineering Team Administrative Assistant, July 2005 – March 2007*

- Provide administrative and analytical support to a Director and his staff of 110 people globally.
- Run SAP Cost Center and capital reports to prepare spending analysis for the director. Analyze those reports to identify unusual items and prepare exception reports for the director.
- Maintain spending analysis globally for capital and related hardware maintenance (spend of \$21M annually).
- Maintain spending analysis globally for software purchase and maintenance (spend of \$9M annually).
- Prepare all capital and software purchasing requests.
- Prepare monthly financial accruals for the team.
- Manage office supplies budget of \$20,000 annually.
- Prepare monthly departmental metrics report (Unit costs, Units per FTE, SLAs, etc...).
- Analyze monthly contractors spending against budget.
- Analyze and maintain unit data to reconcile to the outsourcing vendor's quarterly invoices.
- Coordinate and maintain training and travel budget of \$300,000 annually.
- Coordinate travel arrangements for all team members.
- Schedule internal and external meetings for all team members.
- Coordinate vendor and business partner meetings with internal staff (including getting security clearance, scheduling rooms, catering needs, necessary equipment, etc...).
- Coordinate terminations, new hires and transfers for all personnel.
- Prepare, review, and file routine correspondence, contracts, and reports.
- Answer telephone calls and relay messages.

EDUCATION

*Fox School of Business | Temple University | Philadelphia, PA | Majoring in Marketing, MIS Minor
DCIC Business Institute | Brooklyn, NY | Diploma, QuickBooks Specialist
Musical School | Moscow, Russia | Diploma in Musicology, Piano Major*