# Qualifications Profile

Analytical, results-driven, and multifaceted professional, with extensive experience in business and technical operational management, including tactical planning, financial administration, risk management, and IT security within diverse industries. Adept at supporting process improvement initiatives by identifying risks and recommending strategic solutions to complex operational issues. Known for consistent record in achieving organizational goals and objectives, while maintaining a long-term vision of continuous improvement. Proficient with Microsoft Office, Adobe, and accounting/billing software

# Core competencies

Strategic Planning and Execution | Objectives Management | Financial/Budget Oversight | Risk Analysis and Mitigation

Data Analysis and Reporting | Quality Assurance and Control | Contract Analysis and Compliance

Key Business Partnerships | Cross-functional Collaboration k | Customer Service | Organizational Leadership

# Relevant Experience

CDW, Lincolnshire, IL

**Contract Analyst** 10/2021 – 4/2023

* Direct a contract coordination team of 10+ members, overseeing all stages of contract lifecycle management for a Fortune 500 client portfolio.
* Manage comprehensive compliance with legal and financial documentation, ensuring timely and accurate contract execution.
* Lead the creation and ongoing optimization of a centralized contract database to ensure seamless access to key materials
* Support account managers by preparing accurate quotes, updating the contract database, and communicating essential contract revisions across the organization.
* Display competency in conducting detailed order configuration reviews, resolving discrepancies, and safeguarding the accuracy and integrity of customer transactions.

**Key Achievements:**

* Improved departmental efficiency by implementing strategic process enhancements and establishing a quality assurance system, significantly increasing the precision of contract reviews.
* Obtained a 16% reduction in production time by overhauling quality assurance protocols.
* Administered contracts valued at over $100M, while managing a diverse portfolio of 216 product and service contracts.
* Created an average of 30 contract amendments, extension letters, and reports monthly, guaranteeing accuracy throughout the contract lifecycle.
* Cultivated strong relationships with Legal, Sales, and Senior Management teams to provide over 100 rebates (monthly, quarterly, and annually) within tight deadlines.
* Facilitated 50 monthly meetings to share insights, clarify contract processes, and improve cross-functional understanding.
* Spearheaded operational streamlining initiatives for a top 3 clients.

Wintrust, Rosemont, IL

**IT Risk Analyst** 1/2018 – 10/2020

* Rendered oversight to a 60+ member Audit Coordination Team, closely monitored the annual IT audit processes in collaboration with cross-functional management teams, and directed the development of workflows that support quality assurance.
* Chaired audit meetings, fostering effective communication between process owners and auditors to validate evidence and refine audit methodologies.
* Formulated corrective action plans with departments to maintain performance standards, while providing oversight for administrative software modifications.

**Key Achievements:**

* Executed six annual IT regulatory audits, which involved designing efficient database storage systems and procedures to streamline IT initiatives.
* Increased audit process efficiency and timeliness by 30% through strategic workflow optimization in partnership with process owners.
* Streamlined the evidence collection process by successfully coordinating the acquisition of over 500 documents annually, ensuring deadlines were consistently met.
* Restructured the entire audit evidence management and tracking system, improving accuracy and traceability across all audit phases.

AT&T, Chicago, IL

**Senior Sourcing Specialist, E-Rate** 1/2009 – 10/2017

* Managed the reconciliation of billing and oversight of multi-million-dollar government funds for over 300 school and library clients, ensuring full compliance with federal E-Rate program regulations.
* Evaluated and addressed complex billing issues in collaboration between senior management and cross-functional teams to determine gaps and implement effective billing solutions to maintain high customer satisfaction.

**Key Achievements:**

* Oversaw the annual billing process for $60M in federal funds, while successfully executing over 40 regulatory audits in strict adherence to federal guidelines and deadlines.
* Identified and resolved a multimillion-dollar system defect, safeguarding customer satisfaction and organizational integrity by devising user acceptance testing (UAT) specifications to ensure system accuracy and functionality.

**Earlier Position Held:**

AT&T, Chicago, IL

**Project Billing Specialist - Billing Operations**

# Other experience

Self-Employed. Naperville, IL

**Home Caregiver** 9/2023 – 10/2024

# Education

**Bachelor of Arts in Communications,** DePaul University, Chicago IL

# Professional Development

How to Set Goals When Everything Feels Like a Priority, 11/2022

Excel: Look Up Functions in Depth, 4/2022

Excel VLOOKUP and XLOOKUP for Beginners, 12/2021