

PROFESSIONAL EXPERIENCE

Senior Principal Business Analyst & Team Lead | Blackbaud

Remote | 2018 - Present

- Create comprehensive onboarding program for new consultants delivering education management software implementation.
- Establish policies and procedures for the delivery team, allowing for a consistent and powerful delivery of content across teams.
- Lead and develop a cross-functional team of 7 data analysts and .net programmers, as well as a team of 4 off-shore programmers.
- Initiate an improvement plan to streamline data conversions to reduce time-to-live by 30% for new customers.
- Lead the product development of software to reduce the overall number of data-related support cases by 80% and reduced the turnaround time by 60% during the peak season.
- Provide business development expertise to develop new custom consulting, data, and recurring subscription services, contributing to over \$300k in annual sales.
- Utilize Lean Six Sigma and Root Cause Analysis tools to prioritize process improvements.
- As a member of the management team, responsible for managing backlogs, reporting, forecasting, and budget analysis.
- Serve as program manager for Blackbaud's largest K-12 customer to ensure seamless delivery of services.

Principal Consultant | Blackbaud

Remote | 2014 - 2018

- Provided software training and implementation for over 60 clients on an annual basis ensuring mastery of Blackbaud's comprehensive learning management system (LMS), student information system (SIS), enrollment management system (EMS) and content management system (CMS).
- Performed on-site workshops for faculty members and school administrators.
- Developed client needs assessments and strategic solutions including an innovative training curriculum and effective consulting methods to meet and exceed client experience and learning retention.
- Implemented integrations via web service API for clients with 30+ ecosystem partners.
- Mentored new consultants on how to be effective in providing expertise and adding value.
- Exceeded customer satisfaction ratings.
- A departmental leader in up-selling services and software to customers going through implementation.
- Utilized LiquidPlanner, Zoho, Salesforce.com and Netsuite CRM to monitor project life cycle.

LMS & SIS Project Lead | WhippleHill Communications

Telecommute | 2010 - 2014

- Responsible for implementing LMS and SIS software for 40-45 customers annually.
- Consulted with customers on best use of software based on their needs and industry best practices.
- Identified the need for documentation to ensure customer success. Designed the architecture and executed implementation of a 1300+ article knowledgebase using Confluence.
- Created self-paced, virtual, and in-person training curriculum.
- Recorded comprehensive training videos and self-paced training modules using Camtasia and Brainshark.

Customer Support Representative | WhippleHill Communications

Bedford, NH | 2009 - 2010

EDUCATION

University of New Hampshire, Durham, NH

- Graduated magna cum laude in 2009 with a Bachelor of Arts in Political Science
- Teaching assistant for Philosophy of Human-Computer Interaction

SOFTWARE & SKILL EXPERIENCE

Software

Brainshark, Brightcove, Confluence, GoToMeeting, GoToTraining, Google Analytics, Google Apps, Jira, LiquidPlanner, Mac OS, Microsoft Office Suite, Netsuite, OnceHub, Photoshop, Salesforce, RightNow, WebEx, Windows, WordPress, Zendesk, Zoho

Skills

Change management, curriculum development, content creation, LEAN Six Sigma, process improvement, project management, software implementation, data migration, process mapping, virtual training, live training, information architecture, SaaS, scoping, SEO, software migration, technical documentation