

# OLIVIA DUDLEY

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<http://odudleyres.com>

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## **OBJECTIVE**

Obtain a position which allows me to utilize, incorporate & build tools in order to better the business processes and workflows

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## **EXPERIENCE**

### ***Kaiser Permanente (Oakland, CA)***

#### **Analyst/Sr. Business Analyst/Business Analyst Specialist**

**11/06 – Present**

Developed app tracking and reporting RFPs; Designed SharePoint site for Major Project Reviews; Trained and developed training materials for SharePoint site users; Designed workflows for document routing, and created Document Libraries as a document repository; Aligned SharePoint site administration with MPR procedure; Designed database in accordance with daily processes and departmental procedures of NFS Contracts NCAL region; Converted database from Excel spreadsheet data entry to streamline reporting, data processing, and data entry; Monitor entries & maintain data integrity using ad-hoc querying; Designed and deployed SCAL database for contract tracking based on NCAL region DB; Developed new scorecards according to RFP process and documentation and specific requests from Executive Director; Analyze scorecards, Streamlined RFP process by regulating CM operations; price breakdowns & other documents for discrepancies; Systems trainer for all systems used by NFS Contracts (NCALCON, Primavera, InfoZone, etc.); Departmental Beta/UAT Tester and key stakeholder for new database systems; Collaborated with other stakeholders to perform and analyze quality testing; Liaison between IT department & NFS Contracts team members; Developed modules updating Contracts Database (NCALCON) to build contracts, eliminate excess data entry; Modified NCALCON design to authenticate using AD login;

### ***Diversified Personnel -TouchPoint (Emeryville, CA)***

#### **Web Account Manager**

**06/06 - 01/07**

Analyze product output using pivot tables/charts; Regular data reporting to CEO & Board of Directors; Data mining production databases to ensure proper output; Train new customers on new website; Web Account Manager for new clients; Main contact of clients for technical assistance;

### ***Act-1 Personnel Services – City of Oakland (Oakland, CA)***

#### **Project Coordinator**

**07/05 - 03/06**

Developed new database to analyze & report on annual surveys for multiple divisions of Human Services Department; Event planning for community service providers; Created database to keep track of payments, and report to director on a regular basis; Produced procedural manual for MSSP; Generated how-to documents for fellow employees on the use of MS Office;

### ***EOPS – College of Alameda (Alameda, CA)***

#### **Database Administrator**

**03/05 - 12/05**

Developed Database to align with Student Counselors daily tasks; Organized computer-based filing system; Run ad-hoc reports based on Director of EOPS's demographic requirements;

### ***Ryals & Associates – City of San Pablo (San Pablo, CA)***

#### **Data Analyst**

**03/05 - 05/05**

Database management, streamlining data structure, account tracking, send alert letters, send out publications, use and fill funds for Pitney Bowes postage machine, send other letters

### ***TFI Staffing Agency – Carriage Services (Richmond, CA)***

#### **Data Integrity Administrator**

**01/05 - 02/05**

Data verification, comparing files with database entries, correcting entries, filing, electronic filing,

## ***EDUCATION***

College of Alameda

Alameda, CA

Computer Info. Sys

Associate of Arts

## ***CERTIFICATE***

Microsoft™

Cert #: E082-0839

MS Office Master Specialist

11/30/12



Microsoft Office 2010 Master Specialist

## ***BUSINESS ANALYST/ CHANGE MANAGEMENT SKILLS***

- Discusses, document, implement, and enforce procedure/process/workflow changes
- Organizes tasks, schedules, and resources
- Assembles Stakeholders' with assigned responsibilities
- Processes and analyzes goals, requirements, and business process
- Aligns system functionalities & limitations with business requirements
- Administers fundamental training & training materials to users
- Establishes timeline/deadlines
- Pinpoints expeditious changes, future changes, parking lot and defunct changes
- Acts as liaison between stakeholders (IT and system users)

## ***DATABASE / DATA ANALYST SKILLS***

- Designs databases based on policies, procedures, workflow and assigned roles in accordance with job titles
- Builds ad-hoc reports using multiple reporting tools & languages (listed below)
- Implements data integrity by using data normalization/de-normalization in the structure of database development
- Assess logical errors from data entry to reporting
- Enforce methods to maintain normalcy in data entry based on reporting
- Run sample data through test forms/tables/reports for structural analysis
- Analyze and reconstruct Excel/Word templates so that they operate properly using VBA & Built-in functions
- Built macros to consolidate data, enforce data integrity, and optimize usability

## ***APPLICATION/PROGRAMMING EXPERIENCE***

SQL (17 years)

C++ (17 years)

JavaScript (21 years)

Visual Basic (17 years)

HTML (21 years)

XML (21 years)

SFT (12 years)

FTP (13 years)

PowerShell (12 years)

Business Objects (4 years)

Cognos (3 years)

MS Dos (17 years)

Mainframe (16 years)

Internet Research (21 years)

Vocus (1 year)

WebEx (9 years)

Quest (2 years)

LiveLink (1 year)

Image OnSite (1 year)

Lotus Notes (16 years)

Adobe Acrobat (16 years)

Outlook (22 years)

Teams (4 years)

Word (29 years)

Excel (29 years)

PowerPoint (21 years)

Access (18 years)

Publisher (16 years)

Project (11 years)

Visio (11 years)

Power Query (11 years)

Power Apps (4 years)

Power Automate (4 years)

SharePoint (9 years)

SharePoint Designer (9 years)

Tableau (8 years)