

Lorissa Sklut

Business Process Analyst

Profile

I have over 3 years of experience as a Business Process Analyst. I am adept at conducting various business analysis activities such as requirements gathering, process mapping, and creating business specifications documents. I also possess excellent communication skills that help me effectively collaborate with different stakeholders in order to ensure successful project delivery. My analytical skills enable me to quickly identify areas for improvement and recommend solutions that can streamline processes and improve efficiency.

Employment History

Business Process Analyst at Blue Cross Blue Shield of Pennsylvania, PA

May 2022 - Present

- Led a team of analysts in redesigning the company's sales process, resulting in a 15% increase in sales.
- Defined and documented business requirements for a new customer loyalty program, which resulted in 10% more customers signing up for the program.
- Conducted analysis on customer feedback data and identified areas for improvement in the company's product offerings, leading to an 8% increase in customer satisfaction ratings.
- Developed cost-benefit analyses for various proposed changes to business processes, helping the company save \$100,000 over the course of 6 months through improved efficiency measures.

Business Process Analyst II at Highmark Inc., PA

Aug 2019 - Apr 2022

- Led a team of business process analysts in conducting user interviews, facilitating workshops, and analyzing data to uncover opportunities for process improvements. As a result of the project, the company saved \$2 million annually.
- Conducted root cause analysis on customer complaints and developed recommendations for improving processes to prevent future issues. Complaints decreased by 25% within 6 months of implementing changes.
- Defined requirements for new CRM system and created corresponding training materials. After go-live, users had increased satisfaction with the system by 30%.
- Led cross-functional teams in redesigning order fulfillment processes resulting in a 10% decrease in cycle time and errors during peak season.
- Authored monthly reports on departmental KPIs highlighting areas for improvement as well as successes achieved.

✉ lorissa.sklut@gmail.com

☎ (622) 321-4701

📍 1600 Pennsylvania Ave,
Philadelphia, PA 19102

Education

Bachelor of Science in Business Administration at University of Pennsylvania

Sep 2014 - May 2019

I've learned how to manage my time, money and resources efficiently while studying Bachelor of Science in Business Administration.

Links

[linkedin.com/in/lorissasklut](https://www.linkedin.com/in/lorissasklut)

Skills

Business Process Modeling

Business Analysis

Requirements Gathering

Functional Specifications

Use Case Development

Process Flow Diagrams

Data Modeling

Languages

English

Japanese