

Tanyjah Santin

Business process analyst

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☎ (117) 225-9327

📍 33 S Dupont Hwy, New Castle, DE 19720

EDUCATION

Bachelor of Science in Business Administration at University of Delaware

Aug 2015 - May 2019

I've learned how to manage a business, including its finances, operations, and marketing.

LINKS

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

SKILLS

Business process modeling

Business analysis

Requirements gathering

Process improvement

Project management

Consulting

Facilitation

LANGUAGES

English

Spanish

HOBBIES

Organizing

Crafting

Reading

PROFILE

As a Business Process Analyst, I have over 3 years of experience streamlining processes and improving efficiencies for businesses in various industries. I am adept at identifying process improvements, conducting root cause analysis, and developing Standard Operating Procedures. My strong analytical skills allow me to quickly identify areas needing improvement and develop creative solutions that increase productivity while reducing costs. In addition, I have excellent communication and interpersonal skills which enable me to effectively collaborate with team members across all levels of an organization.

EMPLOYMENT HISTORY

● Business Process Analyst at Blue Cross Blue Shield of Delaware, DE

May 2022 - Present

- Led a team of analysts in developing process improvements that increased efficiency by 15%.
- Created comprehensive documentation for all business processes, which served as training materials for new employees.
- Implemented a new CRM system that resulted in a 10% increase in sales.
- Conducted extensive research on competitor's practices and developed strategies to improve our own market share by 5%.
- Defined scope and requirements for projects and coordinated with different teams to ensure successful implementation.
- Wrote proposals for clients outlining potential cost savings from process optimization.

● Business Process Analyst II at Highmark Blue Cross Blue Shield Delaware, DE

Jul 2019 - Mar 2022

- Led a team of 5 Business Process Analysts in conducting business process improvement projects for the company's North American operations, resulting in \$2.5 million in annual cost savings.
- Defined and documented as-is and to-be business processes for a major ERP implementation project, ensuring smooth transition and continuity of operations.
- Conducted gap analysis between current state and desired future state processes, identifying over 100 process improvements across 8 departments.
- Created detailed workflows using Visio, documenting complex processes with up to 30 steps each.
- Trained new hires on best practices for process documentation and improvement methodology.
- Presented monthly departmental performance reports to senior management, highlighting trends & areas needing attention.

CERTIFICATES

Certified Business Process Professional (CBPP)

Oct 2020

Certified Six Sigma Black Belt

May 2019