Enza Whelan

IT Project Analyst

A results-oriented professional with over 3 years of experience in the IT field. Proven success in streamlining processes and ensuring efficient project completion. Adept at conducting cost analysis, developing resource utilization plans, and managing stakeholder expectations. Strong communicator with the ability to effectively manage cross-functional teams. Committed to continuous improvement initiatives that drive business value and improve customer satisfaction levels

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682 W 9 Mile Rd, Ferndale, MI 48220 📍

Education

Bachelor of Science in Information Technology at University of Michigan

Sep 2015 - May 2019

I have learned how to code in various programming languages, how to use different software applications, and how to effectively manage and protect information.

Links

linkedin.com/in/enzawhelan

Skills

IT Project Management

Business Analysis

Requirements Gathering

Process Improvement

Documentation Skills

Stakeholder Management

Change Control

Employment History

IT Project Analyst at Deloitte, MI

Mar 2022 - Present

- Led a team of 7 in the analysis and documentation of business requirements for a new software application which was then used to create functional specifications for the development team. This resulted in a decrease of 2 weeks in overall project timeline.
- Conducted cost-benefit analyses on 3 different vendor proposals, resulting in savings of $100,000 for the company over 5 years.
- Wrote user stories and acceptance criteria as part of an agile scrum process for 4 sprints totaling 16 weeks.
- Defined scope and objectives for 6 projects using SMART principles resulting in all goals being met within budget and timeframe constraints set initially.
- Utilized MS Project to develop detailed project plans with assigned resources and timelines for 12 initiatives; 9 were completed ahead of schedule while maintaining quality standards set by stakeholders.

IT Project Analyst II at Ernst & Young, MI

Aug 2019 - Jan 2022

- Successfully implemented a new CRM system for the sales team which resulted in an increase of sales by 15%.
- Successfully coordinated and managed the rollout of a new e-commerce website which increased online sales by 25%.
- Developed training materials and conducted training sessions for employees on how to use the new CRM system.
- Created process maps and documentation to streamline order processing which reduced errors by 50%.
- Worked with vendors to negotiate better rates for software licenses, resulting in savings of $10,000 per year.

Certificates

Certified Business Analysis Professional (CBAP)

Jan 2021

Certified Agile Business Analyst (CABA)

Aug 2019