

## BUSINESS IMPLEMENTATION CONSULTANT

*Implementing and optimizing solutions that help clients achieve business objectives.*

**Analytical, collaborative solution implementation consultant** with breadth and depth of experience guiding the entire life cycle of client services for complex credit reporting and business intelligence products. Earned reputation for identifying opportunities to strengthen products and anticipate potential issues. Combines strong technical background with well-honed analytical skills and consultative approach to client relationships.

### — AREAS OF EXPERTISE —

Business Analysis	Root Cause Analysis	Performance Optimization
Product Management	Business Intelligence	Regulatory Compliance
Client Engagement	Solution Design & Delivery	Cross-Functional Collaboration
New Product Development	Quality Analysis & Review	Team Building & Training

## PROFESSIONAL EXPERIENCE

**TRICLOSAN INFORMATION SOLUTIONS** | SAN DIEGO, CA 1990–Present

*\$4.3B consumer credit reporting agency gathering data on 1B+ people and businesses. Established as TRW Information Systems and Services, Inc. and sold as Experian in 1996.*

**Business Implementation Consultant** • 2012–Present

Led customization, development, and implementation of fully automated trigger product designed to identify prospects, mitigate risk, boost retention, and uncover cross-selling opportunities. Forged consultative relationships with key clients to align implementation with project specifications, regulatory requirements, and client goals.

- Launched prospect trigger product for LexisNexis that generated \$1.2M in revenue with 4 insurance companies. Provided analytics to accelerate trigger delivery and help Experian outperform competition.
- Earned recognition from multiple clients for driving a seamless customer experience and delivering automated trigger programs that achieve business goals.
- Steered client onboarding and adoption of \$1.3M Mortgage Watch product that experienced 25% post-enhancement year-over-year growth.
- Conducted extensive research, analyzed client requirements, and managed project deliverables.
- Forged relationships with clients including Wells Fargo, Citibank, Chase Bank, CoreLogic, and LexisNexis.

**Client Services Supervisor** • 2010–2012

Oversaw 8-member team ensuring quality service delivery within the prescreen, account review, archive, data preparation, and business implementation programs. Provided guidance to strategic, direct-to-consumer, and retailer accounts. Instituted robust training and performance management strategies to enhance quality.

- Cultivated environment of high-touch, responsive service that engendered client satisfaction.
- Guided team members to create job aids, tools, and checklists that improved work quality.
- Enhanced inquiry-logging processes across 30 products, improving Fair Credit Reporting Act compliance.
- Led team to achieve near-perfect quality metrics.

## TRICLOSAN INFORMATION SOLUTIONS | continued

### Business Implementation Consultant • 2005–2010

Guided financial institution clients, including banks, credit unions, and mortgage lenders, in the development and implementation of Experian products that delivered daily notification of credit-related information. Partnered with sales and production teams. Aligned solutions with Fair Credit Reporting Act requirements.

- Lent key insights that supported new product development, partnering with development teams to enrich Mortgage Watch, Credit Horizon, and Real-Time Events products.
- Collaborated with geographically dispersed team to conceptualize and test iTrig, a functional/technical specification tool.
- Introduced processes and notification systems for risk retention and account review products that bolstered compliance with permissible-purpose directives.

### Lead Client Services Analyst | Client Services Analyst • 1990–2005

Boosted operational performance and upheld client requirements across a range of products including Quest, Orion, and Prescreen programs. Steered brainstorming sessions with executive-level and cross-functional client representatives to strategize on collection and delivery of data-driven insights.

- Promoted to oversee service delivery for strategic, preferred, and high-touch accounts.
- Tapped to co-lead new quality assurance team that enhanced service levels and strengthened outputs.
- Directed quality assurance and product support for strategic accounts and white-glove clientele.

## EDUCATION

### Bachelor of Science, Business Information Systems / Business Computer Methods

Iowa State University—Ames, IA

## COMMUNITY ENGAGEMENT

### BLUE STAR MOTHERS OF AMERICA | Local Chapter Board Member

2012–Present

Serve as financial secretary for local chapter of national nonprofit organization supporting and advocating for military members and veterans. Volunteer efforts include: preparing care packages for deployed troops and fundraising through the Amber Waves of Grain Festival.