

Talia Rivera Matos

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BUSINESS ANALYST | PROJECT COORDINATOR

Process Focused | Collaborator | Detail oriented | Team player | Results oriented | Problem solving

Business professional with experience in fast-paced corporate environments committed to customer success. Highly organized, process oriented, and resourceful in planning and completing projects. Able to multi-task effectively. Regarded as trustworthy, ethical, and discreet. Fully bilingual English and Spanish.

CORE COMPETENCIES

- Business Analysis
- MS Excel
- Project Scheduling
- Process Design & Documentation
- Power BI
- Metrics Reporting
- Document Management
- Training
- Design and Critical Thinking

PROFESSIONAL EXPERIENCE

CITRIX SYSTEMS, Guaynabo PR

2012 - 2021

Senior Analyst / Release Management (2021)

Served in supporting role during a Consulting Services Portfolio improvement program, as Business Operations partner to ensure alignment between processes and back-end operations teams.

- Trained team members in new processes and procedures, including updated processes to impacted teams which resulted in seamless integration of changes into daily operations.

Analyst / Business Planning & Operations (2018 – 2021)

Worked closely with Business, Finance and Revenue Operations teams for analysis of financial statements and metrics tracking, as well as customer profitability reporting.

- Created and maintained contract revenue and cost tracking processes, supporting operations teams for end-of-quarter KPI reporting using Excel Data Analysis Expressions (DAX).

Consultant / Business Process Management (2012 – 2018)

Responsible for worked systems enhancements and improvements using Agile Project Management methodologies.

- Implemented ITIL processes and governance in a newly acquired Managed Services operation.
- Trained and supported new team members on applied ITIL processes and procedures.
- Guided IT and Product Owner teams through ServiceNow ITSM and CSM implementations for the Managed Services Operations.
- Improved operational and profitability reporting by automating manual processes using MS Excel advanced features and PowerBI.

ADDITIONAL RELATED EXPERIENCE

KNOWLITY CORPORATION, San Juan, PR

Quality Assurance

2011 - 2012

DONATO DESIGN AND DEVELOPMENT, Bayamón, PR

Assistant Project Management

2006 – 2010

EDUCATION

Master of Business Administration (MBA), Operations Management, School of Business Administration

Bachelor of Arts (BA), Environmental Design, School of Architecture
University of Puerto Rico, San Juan, PR

PROFESSIONAL DEVELOPMENT

Information Technology Infrastructure Library

ITIL Foundations Certificate in IT Service Management
ITIL Practitioner Certificates in Service Operations, Service Transition and Service Improvement

Other Methodologies Certificates

Kepner-Tregoe Foundations, Lean IT Foundations

Project Management at Polytechnic University of Puerto Rico

Project Management Methodology, 60-hour Project Management Institute course

Self-Study at Udemy.com

Data Modeling and Analysis, Advanced MS Excel, PowerBI Desktop,
Finance and Accounting, Entrepreneurship

Self-Study at Pluralsight.com

Agile Project Management