

ELISABETH ROACH

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PROFILE

Certified Microsoft Data Analyst (2021-2024) and certified lean practitioner, with experience in Agile methodology for business system software development, implementation, and maintenance. 10+ years experience in operations and compliance, including contract review, end-user verification, and process improvement. American Institute of Professional Bookkeepers member with knowledge of journal entries and adjustments, profit/loss statements and balance sheets, asset depreciation and payroll. Developed a mockup sales tool in Excel at SAS, which served as the basis for a stop-gap tool that was developed, implemented, and enabled for users in six months. Successfully improved the filing, order entry, and order acknowledgement processes with a total savings of \$10,408 in Q3 & Q4 2019, equating to over 50% reduction of waste at the Flowserve Pump Repair Center in Baton Rouge.

SKILLS & ABILITIES

Microsoft Office: Microsoft Excel (Macros, VLookup, Pivot Tables), Microsoft Access, Microsoft Project, Microsoft Power BI, SharePoint, Teams, Visio; Asana, LucidChart, Oracle CPQ, JIRA, CLM, ERP, CRM systems, QuickBooks Online and ADP Payroll. Knowledge of SQL, Python, DAX languages; accounting principles; highly proficient in German, basic knowledge of Spanish. Creative problem solver and critical thinker of current processes in a cross-departmental and team environment, developing value stream, system workflow, and business process maps, leading successful process improvement projects, and business systems implementation.

EXPERIENCE

Enterprise Business Analyst, SAS

Mar 2024 – Nov 2024

Remote

- Coordinated and facilitated cross-departmental meetings with various stakeholders including end users, subject matter experts, and software development, to document requirements for Oracle Configure, Price, Quote (CPQ) system, associated business processes, and system integrations
- Involved in testing and debugging Oracle CPQ and business systems integrations, including writing test cases
- Administrated user access and permissions for Oracle CPQ development and test environments, and escalated issues with Oracle Support
- Mapped current and future state business processes and system workflows in LucidChart
- Liaison between end users and development for frontline support modules in CRM system

Sr. Associate Enterprise Business Analyst, SAS

Oct 2021 – Mar 2024

Remote

- Liaison between end users, stakeholders, and software development to record, track, and follow up on implementation project tasks, testing, and debugging in JIRA related to sales, contracting, and pricing tools in CRM system
- Created presentations, coordinated trainings, and demonstrated sales, contracting, and pricing support tools and updates
- Coordinated and facilitated cross-departmental collaboration with end users, subject matter experts, and software development to document requirements for implementation and updates to sales, contracting, and pricing tools
- Created and maintained detailed enablement and training materials for sales and pricing tools
- Updated routing information in SQL for contracting tool

Business Operations Contractor at SAS, NewGen Technologies

Jun 2021 – Oct 2021

Remote

- Recorded, tracked, and followed up on project issues and tasks in JIRA
- Created presentations, coordinated trainings, and demonstrated updates on the Sales Credit Calculator tool
- Supported project management through cross-departmental collaboration
- Managed Sales Credit Calculator tool SharePoint site
- Coordinated and facilitated meetings related to the Sales Credit Calculator tool and processes with end users
- Acted as a liaison between sales and finance teams for sales compensation exceptions

Operations Specialist, Flowserve Corporation

Aug 2017 – Jun 2021

Baton Rouge, LA

- Led the transition of site file system to paperless including sourcing equipment, hiring, and overseeing temporary resource
- Achieved lean practitioner certification; created workflows for site processes and led process improvement projects
- Exceeded corporate-set goals of less than 55 Days Sales Outstanding (DSO) in accounts receivable collections for the site
- Reviewed site documents to ensure compliance with corporate document retention policy
- Coordinated between departments and divisions to resolve customer inquiries and disputes
- Maintained ERP and CRM systems, reviewed customer purchase orders/contracts and presented reports for management review

- Trained new associates on administrative activities and assist with receiving material, receptionist duties, and payroll

Temporary Worker while Student, Carr, Riggs, & Ingram, LLC

Nov 2016 – Aug 2017

Metairie, LA

- Clerical work while studying Dietetics through EDUKAN online program

Export Compliance Admin, Orion Instruments LLC

Jan 2015 – Sept 2016

Baton Rouge, LA

- Verified end user companies and destinations; filed applicable export licenses and compiled certificates of origin and applicable free trade agreement certificates
- Assisted with AES filings, Shipper’s Letter of Instruction, Customs Border Patrol import forms, and review of customer terms and conditions
- Trained new employees and representatives on company export compliance policy and Incoterms

Customer Service Rep, Orion Instruments LLC

Jan 2012 – Jan 2015

Baton Rouge, LA

- Investigated and resolved local and international customers’ warranty claims, order revisions, and expedite requests; coordinated and issued Returned Material Authorizations; compiled quality assurance certificates and documentation
- Prepared reports on projected production workload for management review
- Trained new customer service associates
- Assisted export compliance and shipping departments with end-user verification and AES filings, and production control and order entry departments as needed

Office Assistant, Orion Instruments LLC

May 2008 – Jan 2012

Baton Rouge, LA

- Organized and set-up meetings and events; answered multi-phone line and fielded customer calls accordingly
- Maintained sales folders and quotes; assisted with order entry duties
- Prepared monthly sales reports and weekly shipping reports for management review
- Trained new receptionist associates

EDUCATION

Louisiana State University – Baton Rouge, LA – Bachelor of Arts

- International Studies – Europe & Global Diplomacy Major | Business Minor