**Octavia A Washington MBA**

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# SUMMARY

Result-driven management professional with 15 years of experience in business operations, sales management, production management, organizational development, and

team building experience. Exceedingly proficient in planning, forecasting, and budgeting revenue strategies. Coordinating and executing successful production techniques.

Provided a track record of improving operational and sustainability activities. Delivered collaborative presentation to senior executives, stakeholders, DevOps teams and others.

Effectively prioritized production and workflow operation activities. Performed specific executable solutions with internal and external function and technical issues. Set and exceeded sales objectives and initiatives while minimizing cost expenditures.

# SKILLS

* Profitability and revenue generation
* Quantitative and Qualitative research
* Home health leadership
* Supervising experience
* Business planning software proficiency
* Sales and market development
* Interpersonal and written communication
* Quality assurance controls
* Compliance Management
* Health information systems

# EXPERIENCE

Realtor, Entrepreneur Since 2007 until Date Opendoor.com, Current Atlanta, GA

* + Prepared representation contracts, purchase agreements and closing statements.
	+ Analyzed sales presentations to cultivate projects that communicated product quality and market comparison.
	+ Prepared forms needed for real estate transactions, including contracts, deeds, closing statements and leases.
	+ Aided senior leadership during executive decision-making processes.
	+ Developed profit and loss as well as return on investment analysis for purchases of income property.
	+ Facilitated more than $3 million in sales Years 2016, 2017, 2018 successfully earning Gold status.

Client Support Analyst, NaviSite Inc, January 2003-December 2006 Atlanta, GA

* + Gathered user requirements and preferences for application changes, integrating feedback into subsequent patching schedule.
	+ Escalated technical issues to development or technical operations team following prescribed support guidelines.
	+ Liaison where I facilitated collaboration between development teams and stakeholders, project managers and other key contributors to the projects execution.
	+ Supported internal and external user requests for technical intervention on PeopleSoft financials modules (AM, AP, AR, GL) and
	+ Inventory, CRM, Supply Chain and ERP solutions.
	+ Trained end-users in best practices to minimize errors and protect key data.
	+ Assisted in crafting diagrams and flowcharts outlining logical operational steps.
	+ Improved reliability of supply chain software, systems, database, and order processing.
	+ Constructed SQL queries and Crystal reports and data analysis reports.
	+ Incorporated Big Data analytics technologies such as distributed batch processing to large- scale application support planning.

Application Support Analyst, ING Americas, July 2001-January 2003 Atlanta, GA

* + Gathered user requirements and preferences for application changes, integrating feedback into subsequent patching schedule.
	+ Handled user account access management, assigning credentials, distributing permissions, and terminating defunct users.
	+ Escalated technical issues to development or technical operations team following prescribed support guidelines.
	+ Trained end-users in best practices to minimize errors and protect key data.
	+ Troubleshot and resolved problems with programs and systems.
	+ Managed projects and served as primary liaison between client and multiple internal groups to clarify goals and meet quality standards and deadlines.
	+ Manipulated data using pivot tables, pivot charts and macros in Excel.
	+ Performed root cause analysis of data to develop counterstrategy and improve performance.

**MBA**

Business Administration and Management, Grand Canyon University, Phoenix AZ October 2018

**Bachelor of Science**

Health Care Administration, Grand Canyon University, Phoenix AZ January 2013

# SOFTWARE SKILLS AND TECHNICAL TRAINING

* + MS Office Suite (Word, Excel, Access, PP, Publisher) Windows 10
	+ MS Project Management \* MS Visio \* RDBMS
	+ SQL \* Mysql \* Excel- Pivot, Graphs, Charts
	+ HP UFT (Unified Functional Testing) SDLC Agile Waterfall SCRUM
	+ Quality Center \* Selenium \* Bug reporting \* Test Cases \* Software Testing
	+ Load Runner \* HP UFT \* QA Automation Certification \* Performance Testing