

# Denise Chambers, MBA

---

## PROFESSIONAL SUMMARY

Highly motivated, detail oriented and analytical Operations Professional / Business Partner offering expertise in planning, executing, documenting and business process improvements. Effective communicator, problem-solver and project manager known for developing strong relationships with internal / external partners at all levels to develop / execute business strategies. Create business strategies and communicate with upper management to meet business goals and improve customer services.

## CORE COMPETENCIES

Quality Assurance • Risk Mitigation • Compliance • Process Improvement • Budgeting • Forecasting • Research • Documentation • Teamwork • Reporting & Analytics • Conflict Management • Financial Analysis • Operations Management • Client Relations Management (CRM) • Training / Coaching • Mentoring • Project Management • Resource Planning • Leadership & Management skills • Presentation skills • Interpersonal skills • Excellent Communication skills • Strategic Planning • Time Management • Business Analytics • Vendor Management • Requirement gathering • Change Management • Strategic Thinking

## TECHNICAL PROFICIENCIES

Computer Science • Microsoft Office - Word, Excel, PowerPoint, Teams, Outlook • Oracle (Cloud) • Kofax MarkView • SharePoint • Online Tools • WebEx • Zoom • Skype • Business Process Modeling • Internal Auditing • Technical understanding • SQL queries • Data Processing • Data Analysis • Operating Systems • Agile • Waterfall • Scrum • Kanban

## EXPERIENCE

**BROADRIDGE**, Coppell, TX

**2007 – 2022**

**Sr. Business Analyst**

Responsible for analysis, modeling, and reporting of financial and operational data associated with strategic initiatives.

- Gathered business and technical requirements utilizing interviews, document analysis, requirement gathering, user cases and workflow analysis.
- Partnered with senior business leaders to align and understand business strategies and development plans; established and maintained solid relationships with key business leaders.
- Collaborated cross-functionally with all stakeholders (e.g., Production and Technology Management, Corporate Finance, Vendors, Client Services and clients), to gather, document and analyze business requirements, and participated in process mapping (current/future state) to meet the need of the business.
- Created business requirement documents, test plans, requirement matrix, user training materials and other related documents.
- Collaborated with internal/external clients to understand business, user needs and documentation requirement.
- Facilitated meetings with internal and external business partners, vendors and customers.
- Worked with management teams to help identify trends, process improvements and root cause analysis.
- Performed detail analysis on assigned projects, recommended business solutions and assisted with implementation.
- Managed project performance to monitor the progress of the project, identified and quantified any variances and performed any required corrective actions.
- Coached and provided guidance to less-experienced professionals.
- Responsible for budgets, forecasting, developing and maintaining metrics and charts that provided explanations to deviations.
- Reconciled \$5M monthly postage and presort expenses, with zero errors, and identified missing transactions in excess of \$3K.

**ADP BROKERAGE SERVICES, Dallas, TX**

**2001 – 2007**

**Output Services Supervisor**

Directed Data Center Print, Mail and Insert operations.

- Monitored production processes, prioritized and assigned production workflow across multiple departments, and delegated work to full and part-time associates.
- Coordinated resources between departments to ensure efficiency and optimization while maintaining high quality standards.
- Crossed-trained associates across production operations to reduce labor costs and positioned the proper equipment.
- Delivered performance and corrective reviews.

**Customer Support Executive**

Ownership of the client experience through the handling of service and account management.

- Provided client support and customer service on day-to-day issues with clients by responding timely and effectively either orally or via written communication.
- Built and maintained relationships with key clients and stakeholder groups and influenced large strategic initiatives by representing the client at cross-functional discussions.
- Developed and documented change control, processes, standard operating procedures and/or work instructions to define product development workflow.
- Monitored profitability of clients and recommended appropriate revenue opportunities.
- Interfaced with customers to develop and maintain organizational strategies, operational efficiencies, and proposals for increased technical efficiency and profitability.

**EDUCATION**

**Master of Business Administration (MBA), Concentration in Project Management**

Dallas Baptist University, Dallas, TX

**Master of Arts in Management, Concentration in Conflict Resolution - (Licensed Mediator)**

Dallas Baptist University, Dallas, TX

**Bachelor of Arts, Business Management**

Northwood University, Cedar Hill, TX

**CERTIFICATIONS**

- Leading a Non-Profit Organization
- Advanced Family and Business Mediation

**COMMUNITY/ LEADERSHIP**

- Mountain View College, Volunteer - Facilitate Financial Literacy classes.
- WiNGS for Women and Families Center, Dallas, TX - Facilitate financial literacy classes.
- ISD, North Texas, Volunteer - Facilitate a Women in IT Program to middle / high school girls.
- Broadridge, Facilitate Diversity & Inclusion & Managing my Career classes for associates and managers.

**PUBLICATIONS**

Chambers, Denise, In Her Shoes: Stories of Hope / Stories of Hope & Encouragement from Overcomers is a book written by 5 women who share their lessons, obstacles, and victories that they have faced in life. Their stories will inspire, ignite and encourage you.