

# LORRAINE PAVELKA

## BUSINESS PROCESS ANALYST

### ABOUT ME

I believe effective communication is essential to connecting people and solving problems. I'm passionate about helping others work more intelligently by building creative solutions that strike a careful balance of usability, flexibility, and cost, while meeting requirements and expectations. Never intimidated by a challenge, I am ambitious and driven to succeed.

### EDUCATION

Texas State University | 2006–2008  
*Master of Arts in Technical Communication*  
GPA: 3.82

Texas A&M University Corpus Christi | 2002–2006  
*Bachelor of Arts in English*  
*Minors in Technical Communication and History*  
GPA: 3.49

### SKILLS

Analytical & Critical Thinking	████████████████████
Audio Production	██████████░░░░░░░░
Graphic Design	██████████░░░░░░░░
Initiative	████████████████████
Mentoring	██████████████████░░
Objectivity	████████████████████
Photography	██████████░░░░░░░░
Process Improvement	██████████████████░░
Project Management	██████████░░░░░░░░
Teamwork	██████████████████░░
Video Production	██████████░░░░░░░░
Website Design	██████████░░░░░░░░

### TOOLS

Adobe Creative Cloud	██████████████████░░
Airtable	██████████░░░░░░░░
Confluence	██████████░░░░░░░░
Formstack	████████████████████
Mavenlink	██████████████████░░
Microsoft Office Suite	████████████████████
Microsoft SharePoint	██████████████████░░
Microsoft Visio	██████████████████░░

### EXPERIENCE

Computer Solutions | 2011–Present

### PROFESSIONAL ACHIEVEMENTS

**Change Advisory Board Manager | 2023–Present**

**Internal Business Process Analysis | 2021–2022**

Led the Business Intelligence Team in performing cost-benefit analysis of our existing and potential toolsets. Developed the methodology for evaluating our business processes and laid the foundation for improving end-user knowledge and understanding.

**Business Intelligence Team Lead | 2020–Present**

Independently identified issues impacting the business and developed a proposal outlining how to address them. The proposal served as the impetus for the creation of a new Business Intelligence Team where I was named the Business Intelligence Team Lead.

**Mavenlink Research & Onboarding | 2019–2020**

Worked with a cross-departmental team to identify, test, and implement Mavenlink to achieve multiple business objectives, including communication, project management, project scoping, and reporting, through a single tool.

**Post-Project Review Redesign | 2018–2022**

Performed an extensive overhaul of our Post-Project Review process by clarifying the objectives and obtaining end-user feedback to determine how to achieve these goals. Worked with the Business Intelligence Architect to streamline this process through iterative improvements.

**Confluence Administration | 2017–Present**

Independently learned Confluence, then engineered the strategy for migrating our intranet from SharePoint to Confluence. Trained employees in its use and currently serve as the primary user experience administrator.

**Customer Event Marketing Strategy | 2016–2017**

Planned, coordinated, and executed the marketing strategy for several customer events, including an event resulting in the largest customer attendance on record.

**Website Redesign | 2016**

Researched firms and identified a qualified partner to redesign our website. Worked closely with executive leadership to craft our brand and begin collecting metrics with Google Analytics.

**Cisco Audits | 2011–2014**

Led project management activities for executive management to gather artifacts and meet requirements for Cisco Partner Audits.

### CERTIFICATIONS

Mavenlink Core Product Certification | 2019

ITIL Foundation Certification | 2014

Formstack Platform Certification | 2022



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