

MEGAN NOLAN

BUSINESS PROCESS ANALYST

EXPERIENCE

ACTEL ADVISORY GROUP

Director of Operations Jan 2023- Present

- Leading CRM implementation and loading historical data into system for better historical deal data
- Performing as CRM administrator, monitoring business development efforts, building out workflows, and monitoring deal activity
- Sourcing and implementing project management software for company wide use. replacing excel processes
- Sourcing new resources, tools, and developing processes for more efficient project management and production tasks
- Leading recruiting efforts across several MBA programs to build out steady recruiting pipeline
- Developed and monitoring 5-year strategy plan headcount growth, revenue growth, business development growth and company goals

EXCELLUS BLUE CROSS BLUE SHEILD

Business Process Analyst II June 2019- Dec 2022

- Performed as communication plan owner for transformative Enterprise Resource Planning (ERP) implementation project. Identified major change impacts across the Finance, Human Resources, and Supply Chain Management organizations during the architect stage to develop a comprehensive plan to communicate changes and prepare employees for large company-wide software upgrades.
- Managed cross-functional ERP Intern by assigning and overseeing project work, involving change network administration, RAID log tracking, test case identification, and developing communications. Mentoring Intern, assisting with career development.
- Organized and facilitated quarterly Finance Department learning sessions. Coordinating with team owners across the organization identifying opportunities to share information with the Finance Department.
- Built and maintain Finance Department SharePoint site. Created sites for highly visible Finance teams for all employee access. Continuously update with pertinent all Finance meetings/events and other important updates.
- Managed Lifetime Healthcare's Invoice Redesign board goal project for all six lines of business to improve & update member invoicing. Facilitated project meetings for requirement gathering, code review, invoice build review, testing, and deployment.
- Successfully deployed all new invoices to the market by the company board goal target.
- Led and executed process improvement initiatives for 19 back-end business processes.
- Performed Kaizens and lean workouts to identify improvements and efficiencies that could be implemented quickly and at a low cost to the company. In 2021 estimated savings due to process improvements was upwards of \$40k, in addition to the time, risk, manual effort reduction for these processes.
- Consulted with a variety of Finance teams to review their processes and identify what internal automation solutions could assist in streamlining their work. Worked with Payroll, AP, Billing, Cash Forecasting/Budget, Banking, and Receivables teams within Finance to review aspects of their work for improvement opportunities.
- Directed Finance Track for summer internship program. Curated Finance specific events, networking sessions, learning sessions, and development opportunities for Finance interns.

VOLUNTEER

COMPEER, ROCHESTER

Youth Mentor | June 2021- Present

- Lead and support a young person living with mental health challenges through an on going 1-to-1 relationship

CONTACT

E: MNOLAN92598@GMAIL.CO

EDUCATION

ROCHESTER INSTITUTE OF TECHNOLOGY

MASTER OF BUSINESS ADMINISTRATION,
EXPECTED MAY 2024

SUNY, UNIVERSITY AT BUFFALO

BACHELOR OF SCIENCE IN BUSINESS
ADMINISTRATION, MAY 2020
CONCENTRATION: FINANCE | MINOR: MATHEMATICS

SKILLS

- LEADERSHIP
- SELF-DRIVEN
- CRITICAL THINKING AND PROBLEM SOLVING
- PROJECT MANAGEMENT
- COMMUNICATION AND COLLABORATION ORGANIZATION AND TIME MANAGEMENT

CERTIFICATES

- PROSCI, CHANGE MANAGEMENT PRACTITIONER
 - ATTAINED OCT 2021
- RIT, LSS GREENBELT

PROFICIENCIES

- MICROSOFT OFFICE SUITE
- SHAREPOINT
- LEAN SIX SIGMA | KAIZEN
- WATERFALL METHODOLOGY
- VISIO PROCESS MAPPING
- SOCIAL MEDIA
 - TWITTER, INSTAGRAM, FACEBOOK, SNAPCHAT