

Anna Dertadian

Delray Beach, FL 33446 | 561-409-6169 | derta.anna@gmail.com

Target Role

Business Analyst | HRIS Analyst | Data Analyst (Entry-Level)

Professional Summary

Detail-oriented and analytical professional transitioning from HR operations into business and data analysis. Experienced in workflow optimization, customer relationship management (CRM) system support, and cross-functional collaboration. Proficient in Excel, Power BI, and HRIS platforms such as ServiceNow, Workday, ADP, and UKG. Foundational skills in SQL and data analysis. Skilled at interpreting trends, developing standard operating procedures (SOPs), and partnering with stakeholders to improve processes. Passionate about leveraging data to support strategic decisions.

Core Skills & Tools

- Business Process Improvement
- CRM Optimization & Support
- Data Analysis & Trend Identification
- Stakeholder Communication
- Excel (PivotTables, VLOOKUP, Charts)
- Power BI (Dashboards, Data Visualization)
- HRIS Systems: ServiceNow, Workday, ADP, UKG
- Requirements Gathering (Introductory)
- SOP Development | Case Management
- Agile Exposure | Cross-Functional Teams
- SQL (Basic Queries; Learning Stage)

Professional Experience

CSL Behring – Boca Raton, FL

HR Operations Specialist | Nov 2022 – Present

- Analyzed HR case data via ServiceNow to deliver actionable insights that improved support workflows.
- Collaborated with IT, Benefits, and Payroll to enhance CRM workflows and user experience.
- Created internal SOPs to standardize HR processes and expand employee self-service options.
- Applied business analysis techniques (e.g., root cause analysis, process mapping) to resolve operational issues.

- Participated in cross-functional initiatives, applying systems thinking to improve efficiency.

Nextus Billing Solutions – Boca Raton, FL

Team Leader | Aug 2021 – Oct 2022

- Supervised a team of 15+ and coordinated with internal departments to streamline onboarding and reporting.
- Designed Excel templates and documentation tools to increase reporting accuracy and visibility.
- Facilitated ADP Workforce Now training, resulting in improved adoption and productivity.
- Assisted in interdepartmental process mapping and systems troubleshooting.

GenesisCare – Boca Raton, FL

Patient Care Coordinator | Jan 2020 – Apr 2021

- Managed detailed patient records, eligibility, and insurance verification through internal systems.
- Supported data privacy, compliance tracking, and documentation accuracy to maintain operational integrity.

Education

Florida Atlantic University – Boca Raton, FL

Bachelor of Business Administration in Finance, Minor in Management Information Systems
| Expected May 2026

University of West Florida – Pensacola, FL

Bachelor of Science in Health Sciences | May 2021

Certifications & Training

- Google Data Analytics Certificate – In Progress
- SHRM-CP Certification – Exam Scheduled July 2025
- Human Resources Certificate – Florida Atlantic University, 2024
- SHRM "Employing Abilities at Work" – 2024
- SHRM "Getting Talent Back to Work" – 2025

Technical Skills

- Microsoft Excel: PivotTables, VLOOKUP, Charts
- Power BI: Dashboard Creation, Data Visualization
- SQL: Basic Query Writing

- HRIS Systems: ServiceNow, Workday, ADP, UKG
- CRM Systems: Documentation, Feedback Loops

Languages

- English (Fluent), French (Fluent), German (Beginner)