

BRIAN KOLB

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PROFESSIONAL SUMMARY

Detail-oriented Business Analyst with success in project management, leadership, and strategic planning. Adept in capturing business requirements, creating project documentation, and working in cross-function teams. Possesses strong motivational skills and is accomplished in guiding teams towards achievement of business, project, and schedule goals. Six Sigma trained, PMI certified and am actively pursuing a PMP certification.

EXPERIENCE

The Vanguard Group, Scottsdale, AZ
2017- October 2020

May

Project Administrator/Business Analyst

- Assessed existing processes, systems, and databases to achieve operational effectiveness, including rewriting the company handbook.
- Created workflows, approval processes, and validation guidelines based on internal stakeholder needs.
- Designed and initiated processes to continuously monitor data quality and integrity across applications.
- Collected, evaluated, developed, documented, and communicated requirements, and supported user testing.
- Received Project Management Certification from the Project Management Institute.
- Implemented the LEAN Principles (Six Sigma trained) to help better business results and to identify potential issues in the workflows.
- Worked with internal teams to facilitate solution development, proposal delivery, and strategy implementation.
- Collaborated with a team of four to plan, develop, and implement the standardization of the company procedure manual.

Apple Inc., Scottsdale, AZ
May 2017

May 2015 -

Senior Advisor Trainer

- Acknowledged customer issues and resolved their problems quickly and efficiently.
- Assisted clients in understanding their available options and helped them select the right service plans for their needs.
- Evaluated the customers' needs and provided service options to meet their requirements. Conferenced with individual workers to evaluate progress and address concerns
- Led corporate workshop with employees to increase skill proficiency for 25+ workers.
- Employed knowledge of Apple services to help guide the advisors to make appropriate recommendations for customers.
- Planned and led training programs so that advisors could provide the best service possible.

EDUCATION

Mesa University, Grand Junction, CO - May 2013

Mass Media and Public Relations Degree