

# Xan Rypkema

Erie, CO 80516

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303-596-7170

Accomplished Project Manager with extensive business analysis, system design, and strategic planning experience. Proven record of generating and building relationships, managing projects from concept to completion, designing strategies, and coaching individuals to success. Skilled in building cross-functional teams, demonstrating exceptional communication skills, and making critical decisions during challenges. Adaptable and transformational leader with an ability to work independently, creating effective presentations, and developing opportunities that further establish organizational goals. Broad experience in organizational change with the unique ability to accelerate the development of key business within the marketplace. Successful track record setting priorities, shaping processes, and developing an infrastructure that creates a stronger, more efficient organization. Focused on integrity and customer service with the ability to build high-functioning, successful teams.

Authorized to work in the US for any employer

## Work Experience

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### **BUSINESS ANALYST**

CenturyLink - Broomfield, CO

2015 to Present

Charged with analyzing data gathered and developing solutions and/or alternative methods of proceeding with projects.

- Plan study of work problems and procedures, such as organizational change, communications, information flow, integrated production methods, inventory control, or cost analysis
- Provide leadership by evaluating business requirements and formulating decisions regarding key projects within the enterprise
- Limited financial discrepancies by reviewing and approving billing invoices and expense reports.
- Successfully managed 100 projects in 2018
- Managed communication for internal and external customers including OSPs, Management, Project Managers, Purchasing, Finance, Marketing, Developers & DOT Agencies
- Provide leadership for training and conduct meetings across 10 states
- Demonstrate a comprehensive knowledge of auditing and compliance principles
- Proactively pinpoint and promptly resolve issues encountered during project execution
- Implemented bi-weekly meetings to discuss projects which resulted in meeting deadlines with the state and local DOTs and no cuts or relocations

#### Accomplishments

- Earned recognition for contributing to savings of \$1M for the department, successfully eliminating the need for relocation
- Successfully managed 100 projects in 2018
- Developed new systems for meetings and information reporting that allowed outside engineers to respond in a timely manner and attend functions on a regular basis

## **STORE MANAGER**

My Favorite Muffin - Highlands Ranch, CO  
2011 to 2013

Partnered with vendors to minimize costs and identify other avenues to cut costs and increase profits.

- Collaborated with the Corporation and local high school for marketing promotions on a monthly basis

- Directed and coordinated activities involving sales of products
- Resolved customer complaints regarding sales and service
- Reviewed operational records and reports to project sales and determine profitability

## **GLOBAL COMPLIANCE ANALYST**

Western Union - Englewood, CO  
2007 to 2011

Maintain documentation of compliance activities, such as complaints received or investigation outcomes.

- Filed appropriate compliance reports with regulatory agencies
- Conducted internal investigation of compliance issues
- Identified and documented business processes and determined scope of the implementation phase
- Managed collaboration with programmers in handling specific requirements
- Established a customer-centric focus to build customer loyalty and retention
- Provided leadership for compliance system by initiating regular internal reviews to guarantee compliance with procedures
- Enhanced operational performance by developing effective business development strategies, systems, and procedures
- Mitigated regulatory risks by overseeing all compliance visits to ensure adherence to protocol
- Implemented effective customer service procedures to encourage positive feedback
- Leveraged problem solving expertise to resolve multiple POS issues and initiated enterprise-wide data integrity

Accomplishments

- Earned an achievement award for 15 years of tenure within the company
- Enhanced operational performance by developing effective business development strategies, systems and procedures
- Implemented effective customer service procedures to encourage positive feedback

## **AML COMPLIANCE ANALYST**

Western Union - Englewood, CO  
2003 to 2007

Regulated the efficient synthesis of existing business intelligence and trend data to support recommendations for action.

- Rendered key contributions for the accomplishment of special projects for the management
- Served as confidential point of contact for employees to communicate with management regarding the necessary clarification on issues, dilemmas, and report irregularities
- Regulated the efficient synthesis of existing business intelligence and trend data to support recommendations for action

## Education

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### **BACHELOR OF ARTS IN BUSINESS ADMINISTRATION in TECHNOLOGY**

University of Denver - Denver, CO

## Skills

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- Account Management
- Process Improvement (5 years)
- Cost Savings (3 years)
- Business Development
- Client Management (5 years)
- Project Management (10+ years)
- System Design & Execution (10+ years)
- Strategic Planning
- Team Leadership (10+ years)
- Business Analysis (10+ years)
- Process Improvement (10+ years)
- Client Relationships (10+ years)
- Staff Training & Development (10+ years)
- Data Integrity (10+ years)
- Creative Problem Solving (10+ years)
- Compliance Systems (6 years)
- Vendor Relations (8 years)
- Strategic Planning (5 years)
- Billing (5 years)
- Data Analysis (5 years)
- Report Preparation (7 years)
- Team Building (10+ years)
- Adaptability (9 years)
- Collaboration (10+ years)
- Organization (10+ years)
- Customer Service (10+ years)