

# Ornella Tchoumie

She/Her/Hers

## Contact



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## SUMMARY

Wherever I go, my goal is to create a safe space, a place designed to expand everyone's experience, understanding, and, in the end, performance. I am an out of the box thinker. Ambiguity and uncertainty do not scare me. I ask lots of questions and don't take 'no' as an answer. I am always reading and researching, so I will always have new ideas to share. I am a constant learner; there is something energizing about the process of getting to a point where I have mastered a new skill. I am the epitome of a self-starter.

## EDUCATION

Saint Mary's College of California; Moraga

BA - Integral Liberal Arts

Study of the Great Books

- Speaker at Black Student Convocation
- Guyette Leadership Fellow
- Business Analytics & Big Data
- Art of Negotiation
- Thesis: *Those Who Tell Stories Rule Society*
- Moonlight Scholar

## EXPERIENCE

Business Analyst

Cisco Systems, San Jose, CA; July-2020 - Current

- Use ServiceNow to analyze data and innovate reporting processes resulting in improvement in productivity by 12%
- Meet bi-weekly with service providers, project managers, and product team to analyze KPIs
- Voice of the client; trusted advisor to our clients
- Member of the early in career leadership team; frequently give pitch to ELT (executive leadership team) to request funding
- Designed a loyalty program that improved membership engagement by 50%

Client Success Associate | Part-Time; Full-Time Student

Cisco Systems, San Jose, CA; March- 2019 - June- 2020

- Collaborated with the finance and product team to ensure clients are satisfied with our service
- Troubleshoot technical issues to minimize client downtime and improve client experience
- Designed documentation on best practices and protocols for clients and a team of 5 Client Success Managers
- Provided day to day client support and managed monthly communication with 8+ client groups

## VOLUNTEER

Culinary Instructor | Project Manager

I'RAISE Girls & Boys International Corporation, New York; December 2020 - Present

- Host weekly fun and engaging baking/cooking classes for a group of 10 students 7+
- Instruct students on analyzing food cost, portion control, and customer service best practices
- Collaborate with communities and activities team to streamline the onboarding process for families
- Conduct persona interviews with over 50 parents to collect feedback from families

## CERTIFICATIONS

- Data Literacy
- SAFe Scrum Master
- Data Storytelling

## LANGUAGES

English ●●●●●  
French ●●●●●

## STRENGTHS

Client Experience ●●●●●  
Effective Communication ●●●●●  
Detail Oriented ●●●●●  
Innovative ●●●●●

## ACCOMPLISHMENTS

- Leadership, Involvement, and Diversity Award
- Cum Laude