



ALICIA GRANT

Business Process Analyst

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LinkedIn

Analyst identifying and fixing inefficiencies

Business process analyst with 6 years of experience in workflow analysis, Lean Six Sigma practices, and process improvement across HR and logistics departments.

Key Skills

- Change management
- Lean methodology
- Process documentation
- Root cause analysis
- Six Sigma tools
- Workflow optimization

Education

Bachelor of Science in Industrial Engineering
North Carolina State University | May 2017

Professional Experience

Business process analyst

GlobalMotion Logistics | Charlotte, NC | February 2020 - Present

- Reduced document approval delays by 40% by redesigning routing process and automating notifications
- Led kaizen event that uncovered 11 bottlenecks across warehousing operations
- Trained employees on new SOPs, resulting in a 25% increase in compliance

Operations analyst

CoreFleet | Charlotte, NC | September 2017 - January 2020

- Conducted workflow audits across logistics teams, improving delivery time by 12%
- Collaborated with finance to identify and eliminate excess inventory processing steps