

# NAHID ARIF

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## PROFESSIONAL EXPERIENCE

### Communication Assistant

Dallas, TX

Roots DFW

January 2024 - Present

- Collaborate with cross-functional teams to create & manage content for multiple communication channels, including social media, website & email, resulting in a 15% increase in website traffic & 10% growth in social media followers
- Own & manage all email & social media inquiries, ensuring timely, accurate & professional responses
- Ensure all communications adhere to brand guidelines, maintaining a consistent voice & style across all platforms
- Developed & maintain a comprehensive content calendar, streamlining content creation, scheduling & posting processes

### Senior Technology Risk Consultant

Seattle, WA

Ernst & Young

July 2019 – March 2023

- Owned & managed 50-70 controls & critically analyze key process areas to identify material deficiencies & exceptions
- Led teams of onsite & offshore resources (India, Philippines, and Europe) while actively managing multiple projects & budgets
- Implement project & program management via internal trackers, monitoring set OKRs & performance KPIs
- Performed SOC/SOX Controls Monitoring procedures to provide real-time feedback regarding high-risk user access reviews/service account reviews/change management controls, with the objective to reduce control failures from internal/external audits.
- Led meetings with key business & engineering leads to gain significant understanding of the client's IT systems & processes, including the underlying code supporting the systems for SaaS and PaaS cloud environments
- Served major tech clients & work extensively in the following tools/systems: Oracle Cloud Infrastructure (OCI), TeamCity, JIRA, Bitbucket, GitHub, Confluence, Chef, Splunk, ServiceNow, & SAP
- Planned & executed over 20 team events to boost morale, enhance the employee experience, & connect team members especially once fully remote

### iXP IT Business Analyst

Bellevue, WA

SAP Concur

May 2018 – June 2019

- Managed communication with business unit to gather requirements & accurately document technical/functional requirements
- Created informative IT diagrams to document key processes and workflows using Visio and Draw.io improving efficiency
- Collaborated with developers, data analysts, & business users to analyze & inform requirements touching data processing
- Strategically planned, performed continuous improvement, & implemented Product Roadmap process for ServiceNow

### iXP Global Product Marketing Intern

Bellevue, WA

SAP Concur

June 2017 – December 2017

- Conducted marketing research on competitors and organized information into comprehensive collateral for team
- Analyzed key data points in Salesforce and Tableau to evaluate prospect opportunities to succeed, stall, & close in the products sales cycle
- Simplified the buyer journey by interpreting technical product information & creating assets for buyers to better understand that information

## PROFESSIONAL DEVELOPMENT

Pillars of Service – Vice President

September 2014 – Present

EY Women Professional Network – Event Planner

September 2020 – March 2023

United Muslim Relief – President

September 2014 – June 2018

## EDUCATION

University of Washington

Seattle, WA

Bachelor of Arts in Business Administration, Management Information Systems & Finance

Class of 2018

**Specialized Courses:** Managerial Economics, Information Management & Analysis, Finance, Operations & Project Management, Business Consulting, Software Engineering & Computer Programming

## SKILLS

**Soft Skills:** Written & Verbal Communication, Leadership, Problem Solving, Teamwork, Critical Thinking & Strategic, Time Management & Prioritization

**Technical Skills:** Data Analysis & Data Modeling, Microsoft Office Suite, Risk Management & Compliance, ServiceNow, Jira & SAP, Project, Program, & Reporting Development

References Available Upon Request.