

JENNIFER SHEU

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EXPERIENCE

Warner Bros. Discovery Consumer Products – Burbank, CA

Sr. Business Analyst, Business Process & Innovation – Sep 2019 to Aug 2024

- Supported the Technology Upgrade Program with goal to transform business processes, systems, and data capabilities
- Designed and executed technology-based solutions that introduced improvement and innovation to existing processes
- Contributed to change management efforts
- Produced and distributed training materials – one pagers, presentation decks, guides, and walkthrough videos
- Hosted training sessions for internal and external audiences
- Managed vendors to ensure fulfillment of expected services and support
- Composed, designed, and distributed polished and engaging email newsletters and communications

East West Bank – Pasadena, CA

Business Analyst, International Operations – Jul 2017 to Sep 2019

- Designed reports that provided data to internal stakeholders
- Developed MS Access queries, macros, and reports to extract data from the trade finance system
- Performed trade finance software system administration, template updates, and enhancement testing
- Participated in the bank's Robotic Process Automation (RPA) pilot program using Automation Anywhere to automate existing processes

Processor, International Operations – Jan 2017 to Jul 2017

- Processed Documentary Collections transactions and customer payments
- Provided customer service through phone and email responding to customers' transaction inquiries
- Inventoried and shipped closed files to document storage facility to clear up in-office filing cabinet space

BlackLine – Woodland Hills, CA

Prototype Developer – Dec 2013 to Jan 2016

- Designed the full user experience (UX) for BlackLine's environment status microsite (trust.blackline.com) and worked with the product manager and offshore development team on the site's development, UAT, and launch
- Created site maps, Balsamiq wireframes, Axure RP interactive prototypes, UI mockups, and detailed specs documentation
- Gathered user input and feedback from BlackLine users at conferences using methods including A/B testing

Intern, Product Management – Jul 2013 to Nov 2013

- Created library of 200+ Balsamiq wireframes to streamline the product management team's new features documentation process

BE1 Accounting Office (BE1 総合会計事務所) | [Company Website](#) – Tokyo, Japan

Accounting Intern – Jun 2009 to Aug 2009

- Participated in client engagements alongside the firm's partners
- Translated the company website's text from Japanese into English | [Link](#)

SKILLS

Software

- **Office Productivity:** Microsoft Word, Excel, PowerPoint, Outlook, SharePoint
- **Project Management:** Airtable, Monday.com, Atlassian Jira & Confluence
- **Diagrams & Visualization:** Microsoft Visio, Lucidchart
- **Design, Graphics & Video:** Figma, Adobe Photoshop, Camtasia, Balsamiq, Axure RP, 3ds Max
- **Additional Software:** Salesforce Sales Cloud & Marketing Cloud, WalkMe, Automation Anywhere

Certifications – Nielsen Norman Group NN/g UX Certification #1008480

EDUCATION

Master of Entertainment Technology (M.E.T.), Carnegie Mellon University, Pittsburgh, PA

Bachelor of Science (B.S.) in Accounting, University of Southern California, Los Angeles, CA