

Isabel Navarro

TRANSFORMATION ANALYST

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SUMMARY

Transformation analyst with 5 years in banking operations and process change, supporting a transformation office that tracks \$30M in savings. Builds Excel and Power BI models of benefits, maps processes for automation, and writes clear PowerPoint updates with careful attention to detail and the ability to work independently.

SKILLS

- Excel
- Power BI
- PowerPoint
- Process Mapping
- Business Cases
- Benefits Tracking
- Lean Six Sigma
- Data Analysis
- Attention to Detail
- Work Independently

EXPERIENCE

Transformation Analyst

05/2023 - Present

Carolina Crest Financial

Charlotte, NC

Enterprise transformation office of a \$14B regional bank.

- Track **\$30M** in savings across 26 transformation initiatives in Power BI, reconciling each benefit to finance data monthly.
- Map 40 end-to-end processes in deposit and lending operations, finding 11 automation candidates now in delivery.
- Build Excel business cases for 8 initiatives, including a document imaging project that freed 18 full-time roles.
- Produce PowerPoint steering committee packs every 2 weeks for the COO and 6 business sponsors, covering status, risks and benefits.

Operations Analyst

06/2021 - 04/2023

Uptown Mortgage Services

Charlotte, NC

Performance analysis for a mortgage servicing operation with 400 staff.

- Analyzed loan processing times in Excel and worked with managers to cut average file turnaround from 34 to 27 days.
- Built 15 Power BI reports on pipeline, staffing and quality that replaced manual weekly spreadsheets.
- Documented 22 procedures for a servicing platform move, finishing the set 3 weeks before cutover.
- Measured 6 months of quality defects by type and gave managers a ranked list of coaching priorities.

EDUCATION

Bachelor of Science

05/2021

Appalachian State University

Boone, NC

Business Analytics

CERTIFICATES

Certified Six Sigma Green Belt (CSSGB)

ASQ

11/2023