

TONJA DJUREN

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PROFESSIONAL SUMMARY

Results-driven Process Improvement and Business Analyst professional with 10+ years of experience in process optimization, technical analysis, and cross-functional collaboration. Proven ability to identify inefficiencies, gather requirements, and implement innovative solutions that drive operational excellence. Adept at stakeholder engagement, data analysis, and delivering measurable improvements in fast-paced environments.

CORE SKILLS

- Process Analysis & Optimization
 - Business Requirements Documentation (BRD)
 - Gap Analysis & Process Mapping
 - Systems Analysis & Coordination
 - Workflow Design & Automation
 - SDLC & Agile Methodologies (Scrum, Kanban)
 - Testing & Quality Assurance
 - Cross-functional Collaboration
 - Stakeholder Engagement & Communication
 - Change Management & Training
 - Critical Thinking & Problem Solving
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PROFESSIONAL EXPERIENCE

Technical Business Analyst

Feb 2024 – Jul 2025

The Wittern Group, Clive, IA

- Led software implementations and process improvements, reducing manual work by 30% and enhancing collaboration for 50+ users.
- Delivered training for new software and ERP systems, boosting adoption by 40% for 60+ end-users.
- Managed and optimized ERP Systems (Infor CSI and CRM), reducing integration costs by 15%.
- Built Power BI dashboards and conducted compliance audits, ensuring 100% regulatory adherence.
- Automated Podio (CRM system) workflows, cutting document approval times by 35% and streamlining onboarding.
- Developed and executed testing procedures, leveraging automation and Autotask to enhance operational efficiency.

Senior Business Execution Consultant

Apr 2022 – May 2023

Wells Fargo & Company, West Des Moines, IA

- Identified key areas for improvement in data management, implementing governance policies that delivered 6 enhancements and reduced discrepancies by 25% within 3 months.
- Optimized system development and documentation processes, enhancing operational efficiency by 20%.
- Facilitated cross-functional collaboration and business integration testing, identifying process gaps and implementing solutions that enhanced project efficiency.

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Business Execution Consultant, Issue Management

Jul 2019 – Apr 2022

Wells Fargo & Company, West Des Moines, IA

- Streamlined production processes and implemented automation, reducing data discrepancies and increasing efficiency by 25%.
- Conducted workflow analysis, pinpointing inefficiencies and implementing solutions that enhanced productivity by 30%.
- Developed and presented business cases for technology, staff, and process upgrades.

Business Support Consultant

Mar 2016 – Jul 2019

Wells Fargo & Company, West Des Moines, IA

- Implemented a risk management system, improving quality by 20%.
- Created back-end process for letter creation software, increasing productivity by 45%.
- Enhanced customer experience and maintained highest quality scores in department.

Business and Applied Technology Consultant

Jan 2015 – Jul 2015

Clark State Community College, Springfield, OH

- Streamlined project management processes, achieving a 30% reduction in potential issues by implementing alternative procedures and thorough research.

Food Science and Technology Consultant

Sep 2014 – Jan 2015

Clark State Community College, Springfield, OH

- Secured a \$1M grant for a Food Science program by conducting thorough process analysis and aligning strategic goals.

EDUCATION

Bachelor of Science: Biology & Psychology, Graceland University – Lamoni, IA

Associate of Arts: Business Administration & Management, Clark State Community College – Springfield, OH

Associate of Arts: Baking & Pastry Arts, The Culinary Institute of America – Hyde Park, NY

PROFESSIONAL CERTIFICATES

- Requirements Elicitation and Analysis Certificate, IIBA® (2024–Present)
- Business Analyst and Project Manager Collaboration Certificate, IIBA® (2024–Present)
- Agile Requirements Foundations Certificate, IIBA® (2024–Present)
- Business Analysis Foundations Certificate, IIBA® (2024–Present)
- Agile Foundations Certificate, IIBA® (2024–Present)

VOLUNTEERING & LEADERSHIP

- Mindspring Mental Health Alliance: Advocacy and Outreach Committee Member, Peer Support Group Facilitator (2023–Present)
- Wells Fargo Des Moines Running Club: Co-Chair (2017–2023)
- Toastmasters International: Club President, Area 62 Director (2017–2018)