

WILLIAM CLARKE

Business Process Analyst

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📍 Chicago, IL

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WORK EXPERIENCE

Business Process Analyst

CME Group

📅 January 2017 - current 📍 Chicago, IL

- Facilitated the successful transition to Wrike for project management, **improving project completion rate by 23%**.
- Developed 15+ process models using ARIS to map and standardize operations across multiple business units.
- Led a project for business process optimization using ARIS, reducing process redundancies by 44%.
- Guided the implementation of Celonis in the supply chain process, resulting in a 18% reduction in lead time.

Process Improvement Coordinator

Caterpillar Inc.

📅 June 2013 - December 2016 📍 Peoria, IL

- Streamlined the company's financial processes by optimizing the use of SAP, **leading to a 34% increase in data accuracy**.
- Improved data-driven decision-making by implementing Tableau dashboards, providing 24/7 visibility into key business metrics.
- Facilitated the adoption of Appian for internal communications, improving communication efficiency by 30%.
- Coordinated the use of UiPath for human resources operations, automating the recruitment process and improving the speed of onboarding by 28%.

Junior Business Analyst

AbbVie Inc.

📅 August 2010 - May 2013 📍 North Chicago, IL

- Assisted in the implementation of Appian for workflow management, contributing to a 21% increase in process efficiency.
- Utilized ARIS for process mapping in R&D operations, helping to eliminate process bottlenecks and improving workflow efficiency by 8%.
- Provided support in using Pipedrive for tracking sales activities and creating sales forecasts.
- Aided in the integration of UiPath for automating HR processes, contributing to a **13% reduction in recruitment cycle times**.

EDUCATION

Bachelor of Science

Business

Northwestern University

📅 September 2006 - April 2010

📍 Evanston, IL

SKILLS

- Appian
- Tableau
- ARIS
- Wrike
- SAP
- Pipedrive
- UiPath
- Celonis

CERTIFICATIONS

- Certified Business Process Associate (CBPA)