

ALEXANDRA PARKER

📍 Eastlake, OH, USA ✉ contact@parkeruxui.com ☎ 321-408-9429 📧 in/parkeruxui 🌐 parkeruxui.com

SUMMARY

Business systems, operations, and process improvement professional with experience partnering with business leaders to analyze complex operational challenges, identify root causes, redesign business processes, and implement scalable systems that improve organizational performance. Skilled in current-state assessment, future-state process design, requirements gathering, workflow optimization, documentation governance, and cross-functional project leadership across security services, industrial software, energy, and consulting environments. Delivered measurable business outcomes including 83% faster workflows, 87% fewer manual errors, 80% faster onboarding, 70% fewer usability complaints, and an estimated 49% reduction in recurring software costs through practical, implementation-focused operational improvements.

EXPERIENCE

Office Manager | Operations Systems & Process Improvement

XCALIBRE PROTECTIVE SERVICES

June 2025 - Present, Eastlake, OH

- Analyze current-state operations across hiring, onboarding, payroll support, compliance, licensing, workforce administration, and day-to-day business processes for a 60 employee organization, identifying workflow bottlenecks, manual dependencies, operational risks, and opportunities to improve organizational efficiency and scalability.
- Lead current-state analysis and future-state design for proposal development, defining business requirements, structured data fields, validation rules, exception handling, and an end-to-end intake, review, and document generation workflow that enables non-technical users to consistently produce standardized proposals.
- Direct implementation of an AI-assisted proposal platform using Gemini API, Google Apps Script, and Google Docs templates, converting unstructured business notes into validated, standardized proposals while reducing manual preparation effort and improving document consistency.
- Evaluate software utilization, licensing, operational requirements, and business processes across the organization, consolidating platforms while preserving required functionality and contributing to an estimated **49% reduction in recurring software costs**.
- Architect a centralized SharePoint-based operations and HR information system supporting 60+ employees, replacing fragmented documentation with governed knowledge repositories, structured permissions, operational records, policies, procedures, forms, training resources, and standardized business controls.
- Automate operational workflows across Microsoft Forms, SharePoint, Microsoft Lists, Excel, Power Automate, Zapier, and Connecteam to streamline onboarding, compliance tracking, employee records management, and recurring administrative processes.
- Replace fragmented manual tracking with standardized digital systems supporting employee licensing, certifications, uniforms, vehicle inspections, PTO administration, disciplinary documentation, training completion, and regulatory compliance.
- Established companywide documentation governance through 24+ policies, and 50+ forms, checklists, templates, and SOPs, standardizing execution and reducing dependence on informal knowledge transfer.

Lead Digital Solutions Consultant

HAPPY PIXEL DESIGNS

August 2024 - Present, Remote

- Lead discovery workshops, stakeholder interviews, operational assessments, UX audits, and workflow evaluations to identify business problems, operational constraints, process inefficiencies, and technology opportunities across multiple client engagements.
- Translate business objectives, stakeholder requirements, and research findings into future-state workflows, product strategies, information architecture, implementation roadmaps, and solution recommendations aligned with organizational goals.
- Facilitate cross-functional decision making among business stakeholders, technical teams, and clients to balance business priorities, technical constraints, accessibility requirements, and implementation feasibility throughout project delivery.
- Develop process maps and workflow documentation that improve stakeholder alignment, clarify operational processes, and establish a shared foundation for implementation decisions across multiple projects.

Lead UX/UI Designer | Enterprise Applications (Promoted from UX/UI Designer)

SAVAGE INNOVATIONS

October 2022 - July 2024, Remote

- Led business discovery across 5+ enterprise software initiatives, partnering with executives, operations leaders, subject matter experts, frontline employees, product managers, and engineers to analyze current-state operations, identify business constraints, gather requirements, and define scalable technology solutions.
- Conducted field observation, workflow analysis, and stakeholder interviews for a confidential industrial inventory platform, identifying root causes behind operational inefficiencies and redesigning the workflow around real-world business processes rather than existing software limitations.
- Redesigned an enterprise inventory workflow that reduced client-reported task completion time from **6 minutes to 1 minute (83%)**, decreased manual errors from **15 to 2 per 100 transactions (87%)**, and reduced employee onboarding time from **10 hours to 2 hours (80%)**.
- Translate complex operational processes into future-state workflows, business requirements, functional specifications, process maps, information architecture, validation logic, and implementation-ready documentation supporting enterprise software delivery.
- Support enterprise implementations through requirements clarification, workflow validation, quality assurance, user acceptance testing, stakeholder reviews, release readiness, and continuous collaboration with engineering teams.

- Lead redesign of a B2B mobile purchasing platform that reduced usability complaints by **70%**, achieved **90% positive post-launch feedback**, and contributed to **2.3 million App Store impressions** and **19,000+ downloads**.
- Reorganized **11,000+ material records** and **4,700+ reference images** into a structured information architecture that improved searchability, data quality, and purchasing efficiency for field buyers.
- Served as Design Department Lead and primary executive and client contact, establishing delivery standards, coordinating project priorities, mentoring designers, facilitating cross-functional decision making, and aligning business, product, and engineering teams throughout implementation.
- Facilitated structured design and stakeholder review sessions across 5+ enterprise applications, improving alignment on business objectives, implementation feasibility, product quality, and user experience.

Interactive Designer

VECTORFORM, ACQUIRED BY NTT DATA

October 2021 – July 2022, Remote

- Supported enterprise digital transformation initiatives for Mitsubishi Power, DTE Energy, Lear Corporation, and Bose by translating operational needs into scalable software solutions supporting manufacturing, energy, and industrial operations.
- Partnered with business stakeholders, product managers, engineers, and subject matter experts to gather business requirements, analyze operational workflows, identify information needs, and define enterprise application functionality across multiple large-scale initiatives.
- Contributed to Mitsubishi Power's TOMONI Hub, designing operational dashboards, document retrieval workflows, weather visualization, monitoring interfaces, and voice-assisted functionality for a platform supporting **145+ power plants** and **680,000+ live operational data points**, with platform capabilities associated with approximately **\$2.4 million in annual fuel savings** and **12,000 metric tons of annual CO₂ reduction**.
- Translate business and operational requirements into process flows, information architecture, prototypes, and implementation-ready designs through collaborative reviews with stakeholders and engineering teams.
- Support cross-functional implementation by validating requirements, incorporating stakeholder feedback, and ensuring delivered solutions aligned with business objectives and operational needs.

Registered Pharmacy Technician

WALMART

January 2017 – March 2021, Indian Harbour Beach, FL

- Managed high-volume prescription intake, insurance coordination, medication inventory, and regulated operational workflows requiring accuracy, confidentiality, and strict compliance with federal and state regulations.
- Collaborated with pharmacists and pharmacy staff to resolve operational issues, clarify processing requirements, and maintain efficient workflow execution in a fast-paced healthcare environment.
- Maintained accurate prescription records, inventory controls, and patient documentation while achieving **zero audit discrepancies**.
- Managed inventory control and stock rotation for controlled substances, ensuring compliance with DEA regulations and internal pharmacy policies.
- Processed an average of **300+ prescriptions daily**, balancing accuracy, customer service, insurance verification, and operational efficiency.

Business, Digital & UX Consultant | Part-Time

INDEPENDENT CONSULTANT

May 2009 – January 2021, Remote

- Led discovery sessions, stakeholder interviews, operational assessments, and workflow evaluations for small businesses to identify business challenges, operational constraints, customer needs, and opportunities for process improvement.
- Translated business requirements into scalable digital workflows, information architecture, governance models, platform recommendations, and implementation plans aligned with organizational objectives and available resources.
- Managed consulting engagements from discovery through implementation, coordinating project scope, business requirements, timelines, quality assurance, stakeholder communication, and successful delivery across multiple concurrent client engagements.

EDUCATION

UX/UI Design Certificate

Thinkful

Office Administration College Credit Certificate, Honors

Eastern Florida State College

SKILLS

Core Consulting & Business Analysis

Business Process Analysis, Business Process Improvement, Operational Excellence, Root Cause Analysis, Current-State Analysis, Future-State Design, Workflow Optimization, Organizational Analysis, Requirements Gathering, Functional Requirements, Process Mapping, SOP Development, Documentation Governance, Change Management, Change Enablement, Cross-Functional Leadership, Stakeholder Management, Executive Communication, Project Leadership, Implementation Planning, Continuous Improvement, Business Systems Analysis

Technology

Microsoft 365, SharePoint, Microsoft Lists, Microsoft Forms, Microsoft Teams, Excel, Power Query, Power BI, Power Automate, Zapier, Google Apps Script, Gemini API, Jira, Confluence, Azure DevOps, Figma, FigJam, Miro, Lucidchart

AI & Automation

Generative AI, AI Workflow Design, AI Process Automation, Prompt Engineering, ChatGPT, Claude, Gemini, Perplexity, Google Apps Script, Gemini API
