

Shanay Zoungrana

Costa Mesa, CA • +1 917-297-5965 • shanayzoungrana@gmail.com • linkedin.com/in/shanay-zoungrana

I'm a operations Analyst with over 5 years of experience in technical auditing and process optimization. I specialize in identifying operational bottlenecks and implementing process improvements within high-volume financial environments. I'm currently supporting a Bank of America project at Accenture, focusing on risk assessment and workflow optimization.

Skills: Process Improvement, Risk Mitigation, Project Management, Data Management

Tech Stack: Salesforce Admin, SQL, Excel, Google Workspace, ServiceNow, Palantir Foundry

WORK EXPERIENCE

Banking Operations Analyst, Accenture — Remote | October 2025 – Present

- Identify and document opportunities for process/technological improvements to increase department efficiency.
- Use data analysis to conduct impact assessments and prioritize changes, ensuring engineering resources are directed toward the highest-impact initiatives.
- Act as a primary liaison between operational teams and technical/product stakeholders, translating complex business pain points into actionable technical requirements for system updates.

Operations Specialist, Lucid Motors — Costa Mesa, CA | December 2023 – October 2025

- Developed data-driven dashboards to optimize order-to-delivery cycles, reducing lead times from 22 to 5 days and decreasing order cancellations by 43%.
- Implemented customized Salesforce (SFDC) solutions to automate lead distribution workflows, significantly enhancing sales team productivity.
- Created standard operating procedures (SOPs) and automated processes to streamline delivery timelines and elevate vehicle quality and customer experience.
- Managed the processing and auditing of financing, registration, and title documentation for approximately 200 orders per month.

Loan Consultant, Better Mortgage — Irvine, CA | June 2021 – September 2023

- Developed risk-mitigation initiatives that reduced loan defaults by 15% and optimized overall portfolio performance.
- Assisted in pilots and UAT (User Acceptance Testing) of new platform features, drafting internal documentation to ensure seamless team adoption and minimize operational disruption.
- Managed the operational health of high-volume loan portfolios by regularly auditing our workflows to ensure full compliance with AML/KYC rules and internal policies.

Systems Administrator, Enterprise CarShare — New York, NY | April 2015 – June 2019

- Leveraged SQL to audit over 10,000 daily transactions and developed monitoring dashboards to identify suspicious activity, saving \$280,000 annually in revenue and repairs.
- Analyzed fuel card data to identify and mitigate weekly misuse by members, achieving \$13,000 in annual cost savings.
- Optimized the application approval process through data-driven analysis, increasing the decline rate from 8% to 15% and reducing high-risk member approvals by 90%.
- Designed and maintained Salesforce (SFDC) reports and dashboards to provide real-time data insights for strategic decision-making.

EDUCATION

Salesforce Certified Administrator (SCA)

Tableau Business & Data Analytics Certification, New York University — New York, NY

B.A. Business Administration, Monroe University — New Rochelle, NY