

Monica Johnson

Business Analyst, Customer Success & Implementation Professional | SQL, Excel & Salesforce | Requirements Documentation & Client-Facing Communication

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PROFESSIONAL SUMMARY

Operations professional with 6+ years of experience in high-volume, accuracy-driven environments at Amazon, transitioning into Business Analyst, Customer Success, and Implementation Specialist roles. Skilled at translating technical and procedural complexity into clear guidance for non-technical audiences, demonstrated through financial services experience in member account administration and client-facing support at a credit union.

Builds on a self-directed technical foundation spanning SQL, Excel, and Salesforce requirements documentation — including a three-project portfolio covering data analysis, business/functional requirements, and enablement documentation (see Projects) — alongside formal training through a software development certificate program and a Google Project Management certification.

SKILLS

SQL & Data Querying • Microsoft Excel (VLOOKUP, Pivot Tables, Conditional Formatting) • Client Relationship Management • Salesforce (Trailhead — Admin Beginner) • Cross-Functional Collaboration • Technical-to-Non-Technical Communication • Process Improvement • Exception Resolution & Troubleshooting • Data Entry & Accuracy • Cash Handling & Reconciliation • Transaction Processing • Administrative Operations • Performance Standards & Accountability • Workflow Coordination • Agile Methodology • Project Management • C# • GitHub • Asana (Asana Academy Certified)

WORK EXPERIENCE

Operations Associate | Amazon | 2019 – 2026

- Executed high-volume package processing across fulfillment centers, sort centers, and XL warehouse facilities, consistently meeting productivity and accuracy rate requirements in one of the most performance-tracked, SLA-driven operational environments in the industry.
- Served in the Problem Solve function, diagnosing and troubleshooting package exceptions — including physically damaged items and system-level processing errors — using multiple proprietary Amazon software platforms to route packages to the correct stage of the fulfillment process.
- Maintained compliance with shifting performance metrics across diverse facility types and volume levels, adapting quickly to new processes, rate expectations, and operational standards with each building transition.
- Supported peak-period operations including Prime Day and Q4 holiday cycles, sustaining throughput and accuracy standards during the highest-volume periods in Amazon's operational calendar.

Software Development Apprentice | We Can Code IT | 2018

- Completed an intensive software development training program, building data-driven applications in C# and SQL with a focus on logic frameworks, structured programming, and practical decision-support tools.
- Applied Agile project cycles and version control (GitHub) to manage deliverables and collaborate with cross-functional teams under tight timelines.
- Developed modular, reusable code components using object-oriented design principles including inheritance, interface design, and polymorphism.

Office Administrator (Teller & Receptionist) | Ohio's First Class Credit Union | 2017 – 2019 (Leave of absence May–Dec 2018 to complete software development training at We Can Code IT)

- Processed member financial transactions — deposits, withdrawals, transfers, and check handling — with full accountability for cash drawer accuracy, performing start-of-day and end-of-day cash balancing to the penny and retracing any discrepancies before close.
- Administered member accounts using the CUSA database system, verifying member identity prior to all account access and transactions in strict accordance with branch security protocols and federal banking regulations governing account opening, access, and closure.
- Served as a trusted point of contact for members navigating complex account situations, guiding clients through processes with clarity and follow-through while maintaining the accuracy and confidentiality required in a regulated financial environment.
- Assisted members with loan application intake and new account opening processes, maintaining service quality for 50+ in-person and phone interactions daily.

PROJECTS

SQL Reference & Documentation Guide | Self-Directed | 2026

- Completed the full SQLBolt curriculum and independently designed and built a comprehensive, cross-referenced SQL reference guide covering query fundamentals through advanced concepts, including JOINS, aggregate functions, execution order, and data manipulation (INSERT/UPDATE/DELETE).
- Authored original diagrams, annotated examples, and business-context connections for each concept to reinforce practical application beyond syntax memorization.
- Demonstrates self-directed technical learning, structured documentation practice, and the ability to translate complex technical material into clear, organized reference content for future use.

Samsara Module-Adoption Expansion Analysis | Self-Directed | 2026

- Analyzed a synthetic Samsara customer dataset using SQL and Excel to identify high-probability expansion candidates among existing accounts, managed through a four-ticket Jira Kanban workflow.
- Published as a fully documented GitHub repository with complete analysis and findings.

Conflict Check Enforcement — Business & Functional Requirements | Self-Directed | 2026

- Authored a complete BRD and FRD for a legal-SaaS conflict-of-interest enforcement system, including a full Salesforce-style CRM data model, business rules/trigger logic, and role-based permissions.
- Produced a supporting data dictionary and process-flow diagram; published as a documented GitHub repository.

Worker Classification Enablement Guide | Self-Directed | 2026

- Authored a five-part training guide for HR administrators on international worker classification within an Employer-of-Record (EOR) platform scenario, including worked examples, common mistakes, and a condensed job aid.
- Published as a documented GitHub repository, completing a three-project portfolio spanning analysis, requirements-gathering, and enablement work.

EDUCATION & CERTIFICATIONS

We Can Code IT (WCCI) | Certificate of Software Development

Salesforce Trailhead | Admin Beginner Trail, Trailhead Explorer Rank | 2026

Google Coursera | Project Management Certification

St. Martin de Porres High School | High School Diploma