

Sybrena Robinson

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Summary

Sybrena Robinson is a senior analyst specializing in identifying trends, guiding stakeholders to make strategic decisions, and applying analytical skills to address business challenges to improve processes. Sybrena aims to identify and fix customer issues proactively, notifying them of the issue with solutions ready.

Professional Experience

Advancia Aeronautics, Milwaukee, WI

October 2019 - Present

Data Analyst - Full-time- 40hrs.

- Microsoft Teams: Assist co-workers with activating, navigating, and creating groups/channels. Also trains users to use the application. Create, update, and maintain all documents, including job aids, repositories, workflows, knowledge articles, SOPs, and SLAs.
- ServiceNow Administrator & Response Support: Coordinates communication with the development company and our team weekly and translates the technical conversations for team members. Assist with the User's Acceptance Testing on completion of the ServiceNow system. Ensures the current system has up-to-date information and maintains the foundation data. Creates reports and builds dashboards. Main POC to manage ServiceNow Support users, responsible for managing, monitoring, and maintaining our team's ServiceNow instance(s), which encompasses maintaining and updating workflows, dashboards, reports, user access, etc.
- Integrated Master Scheduler Lead (IMS): (Action Officer) combined programmatic internal and external schedules to develop the program's master schedule. Reports critical paths and identifies risk management concerns, which keep leadership aware of any program concerns that would affect cost, schedule, or performance of the system.

Zantech, Tysons Corner, VA. / Logistics Management INC, Tysons Corner, VA.

August 2015 – October 2019

Data Analyst - Full-time- 40hrs.

- *Project Lead Service Now Implementation:* Led an integrated team delivering ServiceNow tools for GCCS-Army and Army SSC, managing cost, schedule, and performance. Oversaw transition from LSI's tool, maintained agile tasks in JIRA, produced reports, tracked statuses, conducted UAT, developed and deployed test processes, and organized 50+ meetings in six months. Built and managed the Project Portfolio Management (PPM) platform, defined requirements, documented stories, reviewed code, and ensured system alignment before production deployment.
- *Integrated Master Scheduler Lead (IMS):* Consolidated internal and external schedules into a master program schedule. Reported critical paths and highlighted risks to keep leadership informed of issues impacting cost, schedule, and performance.
- *Defense Forces and Public Security (DFPS):* Verified and transferred data from legacy systems to SAP(ERP), developing custom templates that improved efficiency and reduced help desk tickets by 90%. Created error-proofing and sustaining templates using conditional logic for ongoing data updates. Built queries to support accurate reporting and designed a DFPS manual outlining procedures and template usage. Trained and retrained team members as needed. The streamlined process saved over 1,000 hours of manual entry with zero data loss.
- *PMO Support:* Prepared briefings and documentation for program reviews, maintained development and acquisition records, assisted APM with meeting logistics, and supported event coordination and material distribution for town halls and social events.
- *Contract Support Administrator:* Developed and used custom templates to manage contracting rates, positions, and documentation, including Hiring Plans and IGCEs. Maintained version control of 52 Performance Work Statement variations for three contract actions in the Program Management Office.

Comprehensive Logistics INC. –Youngstown, OH

December 2012 - July 2015

Corporate Quality Specialist (Software Developer) - Full-time- 40hrs.

- *Administrator:* Managed QMS system administration, including user access, training, troubleshooting, and reporting for CAPA across nine warehouses. Supported new department launches and completed PFEMA, Control Plans, and work Instructions. Audited systems for OSHA and ISO compliance and maintained tracking metrics.
- *Programming:* Collaborated with process owners to code a training and delivery system using Adobe Captivate and Flash. Developed audio and animation timing for slides,

implemented grading to track employee progress via the Adobe Connect CLI website, and troubleshoot all 25 Visual Basic work instructions for interactive display on assembly line workstations with integrated scanning.

- Auditor: Ensure that all facilities follow the OSHA standards for chemicals, damaged parts, and processes, were complied with regularly. Supported the preparation of all Plant Managers for third-party Auditors and OSHA visits.

CPI CORP (SEARS PORTRAIT STUDIO) – ST. LOUIS, MO

September 1997 - July 2003

District Training Manager - Full-time- 40hrs.

- District Training Manager: Hired and trained all employees throughout the district, evaluated their activities and progress for reviews. Assisted the General Manager in budget reconciliation and other forecasting/planning activities

Education

YOUNGSTOWN STATE UNIVERSITY – YOUNGSTOWN, OH

September 2006 - December 2012

College of Science, Technology, Engineering, and Mathematics (STEM)

BACHELOR OF SCIENCE IN APPLIED SCIENCE

Major: Information Technology

Minor: Accounting

GPA: 3.20/4.00 Summa Cum Laude

Key Skills

Certified System Administrator (CSA): Certification Test Prep - ServiceNow

Project Risk & Scope

Scheduling and Tracking

Project Management

SAP(ERP)- Project systems, Purchase Request, Unmatched Transaction, GRC, and Reporting

JIRA – Project Management

Microsoft - 365 Office Specialist, SharePoint, Teams, Planner, Forms

Adobe - Photoshop, Illustrator, Flash, Captivate, Connect