**Monika Soltysik**

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**INFORMATION TECHNOLOGY PROFESSIONAL**

Information Technology and Business Professional with strategic, critical and analytical abilities. Extensive experience partnering with technology, business leaders, and industry analysts advising on strategic decisions and initiatives. In-depth knowledge of new and emerging technology and business trends. Strong customer relationship skills - adept at meeting tight deadlines and challenging situations.

Key strengths:

* Technology, Business and Market Research
* Customer Success Management
* Account Management
* Relationship Management
* Business Analysis

**PROFESSIONAL EXPERIENCE**

**Allstate Insurance - Northbrook, IL**

Internal Management Consultant | Sr. Research Consultant Jan 2007 – March 2020   
Partnering with technology/business leaders and industry analysts to inform strategic decisions and recommend solutions for transformative initiatives including Cybersecurity, Infrastructure Cloud Strategy, AI|Machine Learning, Change Management, Product Mindset, Enterprise Data Strategy and Competitive Intelligence.

* Managed an average of 200 research engagements annually; achieved “top box” customer satisfaction rate of 95%
* Provided enterprise thought leadership and insights on clients’ emerging trends
* Worked with stakeholders to identify research curation needs
* Managed relationships with Research Advisory Vendors identifying new and emerging solutions to client needs
* Monitored service levels (SLA) and contract compliance, participated in vendor contract renewal and termination negotiations
* Authored and published newsletters on emerging trends and topics
* Successfully managed thedevelopment, tracking and communication research Key Performance Indicators and Metrics
* Led and participated in competitive analysis projects enabling business and technology leaders to benchmark themselves and take appropriate actions for success

**Business Analyst**

* Worked with stakeholders to identify needs to implement SharePoint intranet by gathering requirements, creating wire frames, conducting usability testing, and deploying the solutions.
* Proactively and reactively identified needs for business enabling technologies by working with stakeholders to gather requirements, conduct research and present solutions. Performed Benchmarking and Analysis
* Research Services Optimization. Involved in current state analysis, research optimization strategy, future state recommendations, metrics and measurements, organizational structure and roadmap

Architecture Process | Governance Jan 2006 - Jan 2007

Enhanced and maintained Enterprise Technology Governance Process (PEAP)

* Partnered with Procurement and Asset management teams to limit financial consequences on product acquisition decisions
* Assisted in implementing Reference Architecture Taxonomy on an intranet portal
* Maintained and updated product data in Configuration Management Data Base (CMDB)
* Facilitated Enterprise Technology Assurance Review Board
* Contributed to the Enterprise Architecture Competency Model

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**Education**

Bachelor of Arts, Information Technology - DePaul University

**Certifications**

Business Architecture - DePaul University

Web Development with HTML, CSS, JavaScript

Business Requirements within Systems Development Lifecycle - Spherion

ITSM v3 - Pink Elephant

**training**

Visual Story - Duarte

Product Mind Set - CompoZed

Effective Facilitation - MG Rush

Certified Business Analyst Professional – Pluralsight