

Julia Loyst

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Professional Summary

Dedicated Business/IT industry professional with demonstrated strengths in project management, written/verbal communication and desire to create incredible processes and experiences. Skilled at collaborating to build successful projects. Excellent verbal and written communicator with strong background cultivating positive relationships and exceeding goals. Dedicated to advancing her education throughout IT.

Employment history

Business Analyst, United Shore. Pontiac, Michigan

Mar. 2020 – Aug. 2020

Drove solution changes for a Salesforce platform team leveraging scrum and agile methodologies. Tracked and managed work for a team of 13+ people using Atlassian and Microsoft products. Defined user stories for large scale changes in Salesforce - gathering and documenting requirements and breaking down acceptance criteria. Presented achievable compliance enhancements to company sites, graduating in top 5% of business analyst intensive program.

Digital Content Creator, Twitch. Los Angeles, California

Sep. 2016 – Mar. 2020

Managed a portfolio of projects including various social media accounts, channels and communities. Worked directly with various brands through partnerships and sponsorship to promote products in line with brand and audience. Engaged community members through special events and one-on-one support, raising over 15k for various charities and events.

Assistant Customer Service Manager, Electric Styles. Santa Monica, California

Jan. 2016 – Jul. 2016

Creating and implementing training processes for customer service employees. Providing one on one training and support to various teams. Managed and coordinated inventory for brand ambassadors and online customers. Investigated and resolved longstanding concerns through customer interactions and process implementation .

Education

SheCodes, Auburn Hills, Michigan

Certificate of Completion, Front End Development, Present

New York Film Academy, Los Angeles, California

Associate of Arts, Acting for Film and Television, May. 2013

Skills

Process Optimization



Written/Verbal Communication



Salesforce



JavaScript



CSS



Requirements Gathering



