

# Client Name

## Qualifications Profile

**Diligent and service-oriented professional with demonstrated success in analyzing business processes, identifying areas for improvement, and implementing solutions to drive growth and efficiency.**

Expertise in eliciting and documenting system integration requirements, supporting technical leads in implementing seamless solutions. Adept at facilitating discussions with management to optimize job descriptions, staffing recommendations, and resource reallocation. Strong analytical skills combined with a deep understanding of Salesforce.com and IT systems, resulting in improved customer retention, increased revenue, and cost savings for organizations. Technically proficient in Microsoft Office Suite, SAP ERP, Salesforce CRM, Sales cloud, epicore, VMware, and Microsoft Dynamics

## Areas of Expertise

- Project Management
- Process Improvement
- Business Analysis
- Product Management
- Software Development Lifecycle
- Agile & Waterfall Methodologies
- Team Leadership / Building
- Requirements Elicitation
- User Acceptance Testing (UAT)

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## Career Experience

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### Salesforce Business Analyst, Clyde Industries

2022 – Present

Devise and evaluate business strategies to enhance company market share by collaborating with sales and marketing team to identify and automate campaigns through Salesforce. Collaborate with cross-functional resources to implement direct marketing programs to expand customer base and drive sales revenue. Supervise execution of system testing while aligning with business requirements.

- Implemented Salesforce.Com to replace the current manual process to engage constituents and members, resulting in enhanced customer retention.
- Oversaw projects and served as a liaison between the business owner and internal groups to clarify goals while ensuring adherence to standards and deadlines.
- Enhanced company productivity and customer satisfaction by eliminating costly processes, resulting in increasing 30% revenue.
- Conducted root cause analysis by utilizing the 5 why's technique to identify inefficiencies in business processes and propose improved policies.

### Salesforce business Analyst, OTTPAY

2021 – 2022

Developed comprehensive training materials, including documents, knowledge articles, quick reference guides, and standard operating procedure (SOP) manuals, and led training sessions to drive user adoption. Facilitated requirement sessions to gain insights into the company's structure and processes, utilizing mind mapping tools, such as Miro to foster a shared understanding. Performed administrative tasks, such as creating roles, profiles, users, email services, page layouts, workflow alerts, actions, and approval processes. Investigated various factors contributing to login challenges, leveraging features like IP range to promptly resolve issues.

- Constructed dashboards and reports to effectively track member donations, facilitating financial reporting and providing a monthly snapshot view of the organization.
- Customized various standard objects in Salesforce.com, including leads, accounts, contacts, households, and activities, as well as creating custom objects to align with user specifications for fields, relationships, and page layouts.
- Collaborated with the Board and Directors to gather business and functional requirements, effectively scoping, defining, and prioritizing requirements, and generating user stories in Jira with clear acceptance criteria.
- Enhanced and documented business requirements and process flows for current and future states, utilizing MS Visio.

- Conducted thorough analyses of the current state and identified gaps, aligning Salesforce.com technology offerings and capabilities with stakeholder business needs, while fostering strong relationships.

**Lead Category Buyer/Analyst, Linde Engineering**

**2019 – 2021**

Facilitated the engagement of all relevant stakeholders and identified system and process requirements to ensure comprehensive project success. Coordinated with the project manager and product managers on the assigned project to ensure timely sourcing of owned commodity. Established standards and best practices for efficient enterprise management framework to optimize the procurement process.

- Managed \$20M spend and achieved 10% cost savings and 20% cost avoidance in the 2022 financial year.
- Integrated a solution into the ERP system (SAP) to enhance the supply chain process, collaborating with stakeholders to integrate the Supplier Relationship Management solution with SAP.
- Liaised with finance team to implement payment solution, effectively resolving invoice-related issues and reducing net payment terms.

**Sourcing Specialist | Business Analyst, Ryder Fleet Products**

**2018 – 2019**

Played integral role in developing business processes, workflow models, and user documentation during the migration process, while also contributing to the creation and upkeep of training manuals, system specifications, and communication materials. Formulated comprehensive test plans, outlining detailed test cases, acquiring test data, conducting thorough testing, and providing final approval for user acceptance testing.

- Coordinated with category managers to establish outline agreements with vendors in SAP, totaling \$500,000 for the 2019/2020 financial year, taking into account material trends, forecasts, and financial budgets.

**Business Analyst Buyer, Flour Mills of Nigeria PLC**

**2010 – 2017**

Gathered and documented requirements for seamless integration of new systems with existing systems, supporting technical leads in documenting, designing, and implementing integration solutions. Facilitated discussions with management to collaboratively develop or modify job descriptions, provide recommendations for staffing additions or reductions, and facilitate reallocation of resources within organization.

- Conducted analysis of current state and created future state business and system process models for Microsoft Dynamics upgrade, utilizing MS Visio to communicate potential enhancements to business processes, resulting in a cost savings of \$20,000 for training expenses.

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## Education

**Master of Business Administration | University of Lagos, Nigeria**

**Bachelor of Engineering in Chemical Engineering | University of Benin**

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## Licenses & Certifications

Salesforce Administrator | Salesforce Business Analyst