

# Kyisha Siemers

## Functional Consultant

✉ [kyisha.siemers@gmail.com](mailto:kyisha.siemers@gmail.com)  
☎ (169) 942-0226  
📍 123 Maple St, Detroit, MI 48201

### EDUCATION

**Bachelor of Business  
Administration in Management  
Information Systems at Michigan  
State University, East Lansing, MI**  
Sep 2017 - May 2022  
Relevant Coursework: Database  
Management, Systems Analysis and  
Design, IT Project Management,  
Cybersecurity, Business Analytics,  
Enterprise Resource Planning, and  
Programming for Business Applications.

### LINKS

[linkedin.com/in/kyishasiemers](https://www.linkedin.com/in/kyishasiemers)

### SKILLS

Salesforce  
Workday  
SAP S/4HANA  
Oracle Cloud  
Microsoft Dynamics 365  
ServiceNow  
NetSuite

### LANGUAGES

English  
Bengali

### HOBBIES

Software development  
Reading about emerging technologies

### PROFILE

Results-driven Functional Consultant with 1 year of experience in providing expert guidance to clients in optimizing business processes and implementing technology solutions. Proficient in analyzing client requirements, recommending targeted solutions, and facilitating change management. Demonstrated ability to collaborate with cross-functional teams and ensure timely project completion. Eager to contribute to the growth and efficiency of businesses through innovative and customized strategies.

### EMPLOYMENT HISTORY

- Functional Consultant at Cognizant Technology Solutions, MI**  
Mar 2023 - Present
  - Successfully implemented an ERP system for a major automotive client, leading to a 15% reduction in operational costs and a 20% increase in efficiency across the organization.
  - Streamlined business processes for a leading healthcare provider, resulting in a 25% improvement in patient data management and a 10% increase in overall customer satisfaction.
  - Led a team of 10 consultants in the successful integration of a CRM solution for a global retail company, increasing sales by 12% and boosting customer retention by 8%.
  - Oversaw the digital transformation of a financial services firm, which led to a 30% increase in productivity, a 20% reduction in manual processes, and a 15% growth in revenue.
- Associate Functional Consultant at Deloitte Consulting, MI**  
Sep 2022 - Jan 2023
  - Successfully led a team of 5 consultants to streamline business processes for a major automotive client, resulting in a 25% reduction in operational costs and a 15% increase in overall efficiency.
  - Developed and implemented a customized ERP solution for a large manufacturing client, leading to a 20% improvement in production planning accuracy and a 30% reduction in inventory holding costs.
  - Conducted a comprehensive analysis of a healthcare client's operations, identifying areas for improvement and providing recommendations that led to a 10% increase in patient satisfaction and a 12% reduction in administrative costs.
  - Played a key role in a digital transformation project for a major financial services client, successfully migrating their legacy systems to a cloud-based platform, reducing IT expenses by 18% and improving system reliability by 30%.

### CERTIFICATES

**Salesforce Certified Service Cloud Consultant**  
Dec 2021  
**Microsoft Dynamics 365 Finance and Operations Apps Solution Architect Expert**  
May 2020

### MEMBERSHIPS

Association of Professional Consultants (APC)