

Jessica MakanjuJessica

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PROFESSIONAL SUMMARY

Diligent professional for 5years possessing hands-on experience eliciting, analyzing, documenting, and fulfilling complex functional and business requirements of stakeholders and business users through interviews and JAD sessions. Vast experience in all phases of the Software Development Life Cycle (SDLC), including agile and waterfall methodologies. Strong knowledge of SQL for data analysis and validation. Also leading the effort to effectively communicate and collaborate with external and internal stakeholders to analyze information needs and requirements and deliver the following artifacts as needed.

SKILLS

- Application Configuration
- Role and Access Management
- Custom saved searches, reports and Dashboards
- User Testing & Training
- Team Leadership & Relationship Building
- Stakeholder Communication
- Data Modelling
- Problem Solver
- Agile & Scrum
- Presentation
- Microsoft Visio
- Work Planning and Prioritization
- Ability to adapt to new ideas
- Time management
- Software Process Management
- MS Office Suite
- Confluence, Jira, Visio, Draw.IO, SnagIt
- Databases:
- SQL, SQL Server, Oracle, MySQL, Tableau, Power BI, Advanced Excel, MS Access (VBA), MS Excel (Pivots), (VBA), Visual Basics for Application.
- Data Mining
- Data Compiling
- Spreadsheet Development
- Process Improvement

EXPERIENCE

BUSINESS DATA ANALYST 07/2018 to CURRENT

Infor | Nashua, NH

- Elicits requirements through Joint Application Development (JAD), interviews, questionnaires by working with stakeholders to define and document customer requirements and translate business requirement to detailed user functional, and system requirements.
- Collaborates with business users to define scope, clarify Functional and Non-functional requirements to translate them into application and operational requirements.
- Translates stakeholder requirements into different deliverables such as functional specifications, user stories, use cases, use case diagrams, workflow diagrams, data model diagrams, mock-ups, and activity diagrams
- Works with the Business users to understand what reports were critical, non-critical and not needed.
- Develops user stories, acceptance criteria, assist product owner with managing and prioritizing Sprint backlog, planning releases, while seeing project from inception to completion using the Agile/Scrum and waterfall development methodologies.
- Assists the scrum team to create the project deliverables agreed upon for the sprint and update the scrum board and impediment log.
- Provides end user support, leadership, and team collaboration, create training materials, and provide post-implementation user support for software launch.
- Develops and enhanced skills and abilities of interns within enterprise operations team through effective mentorship.
- Determines tradeoffs between usability and performance needs and foster technical vision via collaboration of developers and subject matter experts.
- Ability to drill down data and understanding various Levels of Detail in the report.
- Configuring interactive reports with filters and parameters in Tableau.
- Created Intuitive Dashboards using Tableau and Power BI
- Writes complex SQL queries for data analysis and validation.
- Administers Requirement change Request process (RCR) and Software Change Request (SCR) for effectively managing all software change requests.
- Conducts user interviews, gathered requirements, and analyzed the requirements for existing application.
- Creates Use cases, process flow diagrams, screen mock-ups using various tools such as Snag IT, Draw.io.
- Effectively prioritizing project deliverables by developing product and sprint backlog
 - Acts as a liaison between the business line, operations, and the technical areas throughout the project cycle.
- Collaborates with Software developers, and IT teams to ensure clarity of requirements.
- Created Intuitive Dashboards for Power-point presentations, using VBAs, Excel, and Microsoft Access.
- Data migration and Data validation/Testing through MS Access and MS Excel.
- Imported data to Access and SQL Server from flat files and Excel spread sheets.
- Facilitated Regional and Zonal meetings with Executives and internal teams to ensure proper understanding and clarification on Market Trends and areas that require utmost attention, interests as backed up by Data.

REPORT/DATA ANALYST 01/2017 to 07/2018

Apex Systems | Celebration, FL

- Creating Excel based Analysis and reports using VLOOKUP, Pivot tables and complex excel formulas per business needs
- Facilitating meetings among providers and internal teams to ensure proper understanding and clarification of special projects
- Creating ODBC connection, ADO DAO objects to connect Oracle SQL Server databases
- Writes VBA codes to refresh reports weekly and automatically email reports to users
- Developing reports in Excel and Access from datasets as per business needs
- Data migration and Data validation/Testing through MS Access and MS Excel
- Importing data to Access and SQL Server from flat files and Excel spread sheets
- Performing gap analysis for dataset using Data Analysis Expressions
- Maintaining Access database for the purpose of extracting reports
- Developing interactive Microsoft Excel dashboards for presentations purpose
- Working with the Business users to understand what reports were critical, non-critical and not needed.
- Writes basic queries using SQL, created tables, and extracted data from database
- Environment: MS Access (VBA), MS Excel (VBA), SQL Server, Visual Basics for Application, Tableau, T-SQL Basic

EDUCATION

Bachelor of Arts 01/2012
Obafemi Awolowo University, Ile-Ife

CERTIFICATIONS

Certified Scrum Master (CSM)
Certified Scrum Product Owner (CSPO)