

## Qualification Summary

- Analytical and problem solving abilities with decision making skills gained from RBC Co-Op
  - Excel proficiency (formulas, forms, pivot tables, VBA), MS Word/Outlook/PowerPoint
  - MySQL, Salesforce, Work Force Management experience from Co-Op at BlackBerry
  - Understanding of project management (time management, design cycle, poka-yokes) learned through Management Sciences course
  - Understanding of Systems Development Life Cycle, including 6 Sigma and Lean Manufacturing
  - Team and intrapersonal skills (communication, collaboration, coordination) with positive, hardworking attitude
  - Great attention to detail and ability to multitask developed from 3 months of experience as an intern at telecommunications center
  - Bilingual – French & English
  - Knowledge in SQL, PHP, Java, HTML, CSS, GitHub (in-class knowledge and self-taught)
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## Experience

- **Business Systems Analyst** – Royal Bank of Canada Jan.–Apr. 2017
    - Created Organizational Change Management plan for IIPM Version Upgrade (Version 6 – Version 8)
    - Formulated VBA script to automate team's SLA tracking
    - Recorded and edited IIPM Team podcasts (interviewing certain team members) to raise awareness within the organization
    - Maintained the Integrated IT Portfolio Management (IIPM) team's data/mailbox
    - Analyzed issues in the system and worked with BSAs on team to actively remediate them, often based on user requests
    - Involved in several WebEx calls to assist various teams in utilizing IIPM, answer questions, walk them through workflows, etc.
  - **Data Reporting Analyst** – BlackBerry May.–Aug. 2016
    - Analyzed and solved problems with Customer Service performance by working with Optimization Team
    - Collected data from Salesforce and adapted it into Pivot Tables/Graphs for consumption by specific teams depending on departmental needs.
    - Created and sent Customer Service Operations report to VP (and other executives) of department daily
    - Organized analysts' schedules to both accommodate requests and guarantee that service levels are met
    - Formed and managed queries utilizing MySQL and MS Excel to import data from databases
    - Created Process Documents – Documents holding instructions for certain tasks for next Co-Ops
  - **Intern** – Rhemedia Telecommunications Center Jun.–Aug. 2013
    - Translated documents – French to English, and English to French
    - Orchestrated the recording of audio messages for the call center department
    - Assisted with the monthly reporting process
    - Experience working under pressure and ambiguity due to tight deadlines
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## Interests

- Lived and studied in several countries: Canada, Belgium, England, Nigeria, Cameroon
  - Volleyball, Basketball, Soccer, Piano
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