

Eldrick Wega

3A Management Engineering, Faculty of Engineering, University of Waterloo

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Qualification Summary

- Project/Product Management experience from Process Optimization Co-Op
 - Experience in System Development Life Cycle, Change Management, Lean Manufacturing, 5S, 6 Sigma
 - Sage 100c (ERP), MySQL, Salesforce, Smartsheet, Work Force Management experience
 - Excel proficiency (VBA scripting, Pivot Tables), MS Word/Outlook/PowerPoint
 - Agile, OLAP, decision-making, problem-solving, and analytical skills
 - Great attention to detail, ability to multitask, team-player (communication, coordination), self-motivated
 - Great ability to adapt and work in different environments
 - Bilingual – French & English
 - SQL, Java, JavaScript, HTML, CSS, GitHub, R – Self-built website
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Experience

- **Process Optimization** – Groupe Kirène | Dakar, Senegal Sep.–Dec. 2017
 - Implemented Enterprise Resource Planning system: strategic planning, data collection & clean-up, training & testing, post-launch maintenance (Sage 100c)
 - Optimized factory inventory management workflows by applying 5S Methodology
 - Conducted analyses on supply chains and production to implement Lean Manufacturing concepts
 - Performed Process Audit on payment collection procedure
 - Managed 4-man team to restructure spare parts database: performed analysis, solved inconsistency issues, established concrete codification
 - **Business Systems Analyst** – Royal Bank of Canada (T&O) | Toronto, Canada Jan.–Apr. 2017
 - Created Organizational Change Management plan for IT Portfolio Management version upgrade (Version 6 – Version 8). Participated in Scrum/Agile project to update system.
 - Formulated VBA scripts to automate team's SLA tracking
 - Analyzed issues in the system and worked with BSAs on team to actively remediate them, often based on user requests
 - Supported the maintenance of the Integrated IT Portfolio Management team's data/mailbox
 - Involved in several WebEx calls to assist various teams in utilizing the IT Portfolio Management system, answer questions, walk them through workflows, etc.
 - **Data Reporting Analyst** – BlackBerry | Waterloo, Canada May.–Aug. 2016
 - Analyzed, optimized, 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 (KPIs, SLAs) to VP of department daily
 - Formed and managed queries utilizing MySQL and MS Excel to import data from databases
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Interests

- Lived and studied in several countries: Canada, Belgium, England, Nigeria, Cameroon, Senegal
 - **Sports:** Volleyball, Soccer, Basketball, Swimming
 - **Volunteer Experience:**
 - AGAPE Association Member (underprivileged children) Jul.2013–Present
 - Industrial Engineering Conference Delegate Jan.2016
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