**Eldrick Wega**

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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

## **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

## **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