

## Objective

Senior Business systems Analyst who consistently drives efficiency results through operational excellence, process improvements and through detailed financial, technical analysis, and team leadership. Proven track record for delivering on complex initiatives under difficult and dynamic environments. Background in managing multiple, complex and cross-functional business initiatives/projects, problem-solving, know-how and leadership abilities to effectively manage and influence business stakeholders.

## Skills

Project Management, Problem Solving, Leadership.

## Work Experience

### Asst. Business Process Manager

**ABC Corporation** - September 2012 – June 2015

- Responsible for leading the alignment of the organizations bank-wide sales strategies.
- Overseeing the implementation and developing of the organizations CRM .
- Led system administrator responsible for leading multiple projects, from process engineering and automation.
- Managed CRM implementation from platform and version upgrades.
- Worked in tandem with resources to conduct data validation and mapping from existing systems into data ETL systems to integrate into CRM.
- Worked hand in hand with data development team to create advanced CRM reports through knowledge of data warehousing concepts and database platform.
- Responsible coordinating the project management functions and deliverables for all relevant CRM projects, effectively allocating resources, facilitating productive meetings.

### Business Process Manager

**Delta Corporation** - 2007 – 2012

- Collaborated with team to define Marriott Full Service divisions accounting policies, procedures, and system configurations required to implement .
- Created sales team and operational processes from the ground up, straying from .
- Grew our sales team to 10 associates in the first year, and 75M in our first 9 months Met regularly with our legal department to build processes that .
- Responsible for Business Planning & Order Management Stabilization in Multiple product lines Implemented Lead Time Availability to Promise logic .
- Direct and manage project development from beginning to end by planning, executing, and finalizing projects according to strict deadlines and within .
- This includes acquiring resources and coordinating the efforts of team members and third-party contractors or consultants in order to deliver .
- Used data gathering tools to provide ongoing status updates to support the project management team run reports for Tealeaf and ThreatMetrix Entered .

## Education

