

# Zephaniah Chekelea

## Pursuing Business Analyst/Consultant-type role

Looking to further my skills and education to earn a role as a business analyst/consultant to leverage 5 years of proficiency in Salesforce from an admin/dev role. I last worked as the business lead for integrating conversational AI into our Customer Service voice, text and live chat channels. My passion lies with finding ways to digitally transform today's processes with tomorrow's technology.



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## SKILLS

SAP Hybris

Lean Six Sigma- Green Belt

Python

Conversational AI

Salesforce Administrator

Tableau

WordPress

Oracle Live SQL

AWS Cloud Practioner

SQL MGMT Studio

Public Speaking

Decision making

Agile Methodology

Jira Backlog

## LANGUAGES

Telugu

Full Professional Proficiency

## EDUCATION

### B.S. in Information Technology and Systems

The University of Texas at Dallas

08/2015 - 05/2020

### M.S. in Advanced Data Analytics

Toulouse Graduate School- University of North Texas

08/2022 - Present

## WORK EXPERIENCE

### Customer Technology Business Analyst- Service Cloud/NA SFDC Process Owner

Alcon Labs

07/2020 - 12/2022

*Achievements/Tasks*

- Delivered Salesforce Lightning Console to US Customer Service team with the addition of an agent console and a customer360 dashboard for service agents to provide more efficient service to customers
- Delivered 250+ enhancements since the year 2020 to improve the UI for customer care agents
- Built initiatives to automate daily processes for the US Customer Service team such as through web-to-case functionality, simpler access to order history housed in SAP, email-to-case functionality and conversational AI
- Took a lead role in business improvement projects by compiling business needs with data housed in our Foresight data lake and working with major stakeholders to enhance customer service UX

*Contact : Jennifer Roberts- Email: jennifer.roberts@alcon.com*

### Customer Service Intern

Alcon Labs

05/2019 - 07/2020

Fort Worth, TX

*Achievements/Tasks*

- Built and provided a scope for Salesforce Lightning implementation process for the entire US Customer Service team
- Analyzed current business needs within Salesforce Service Cloud by shadowing more than 20 end users and compiled/researched Lightning Experience features to utilize in the future for a better UX
- Constructed user-friendly page layouts for end users within a sandbox environment, trained them within their production environment and managed enhancement requests in an Agile environment using Jira system

*Contact : Jim Ahlfinger - Email: jim.ahlfinger@alcon365.com*

## LANGUAGES

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English  
*Native or Bilingual Proficiency*

Hindi  
*Professional Working Proficiency*

Spanish  
*Limited Working Proficiency*

## INTERESTS

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Traveling

Music

Sports

Cloud-based technology

Leader

Social work

## WORK EXPERIENCE

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### Part-Time Web Designer/Content Manager/Sales Analyst

Rejoice Christian Media LLC

06/2018 - 05/2019

*Achievements/Tasks*

- Promoted over 25 gospel albums by artists centrally located in India and Pakistan via uploading albums and handling key features in the Rejoice Christian Media website that included music sampling and mp3 downloads
- Analyzed monthly sales reports that came from the Rejoice Christian Media website through tuneCORE and gave market advice to musicians which resulted in a 15% growth in sales from June to July
- Updated web content with the latest blog posts, videos and mp3 files for new album releases

## ORGANIZATIONS

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### Comet Tutors (10/2017 - 12/2017)

*Worked with AVID students at JJ Pearce High School to help them with classes and adopt better practices for college prep*

### Salesforce Student Chapter, UT Dallas (08/2018 - 08/2019)

*Completed trailheads with a focus in Lightning Experience implementation and designing a better Web UX*

### Alcon Young Professionals (05/2022 - Present)

*Working as a mentee and mentor to several Summer interns*

## PERSONAL PROJECTS

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### Completed case studies as a part of Salesforce Developers course

- Created workflows that pertain to tasks as simple as requesting a vacation/medical leave
- Built a portal that allows users to access other users' data within the Salesforce system through shared permission sets and administrator delegated groups
- Used Apex programming to create web and email services