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Operation Analyst

Results-driven Operations & Financial Analyst with expertise in data analysis, business process improvement, financial modeling and operations. Proven track record of driving business success through strategic analysis, collaborative solution development, sales productivity, positive customer experience, and efficient business operations through strategic forecasting, pipeline management, business analytics, Performance, Deviation and Variance analysis, Business Process Mapping and Process Improvement.

SKILLS

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| * Data Analysis & Visualization: Python, Power BI(DAX), Python, SQL. * Data Management: Excel (Functions, Power Query, Pivot Tables, VLOOKUP, HLOOKUP, Macros, VBA). * Microsoft Tools: PowerPoint, M365, Teams, Visio, Power Automate, Outlook.   Project Planning & Management Tools: HP ALM, JIRA, ITSM, ServiceNow, Microsoft Azure. | * CRM Systems: Salesforce Lightning, HubSpot. * ERP/SAP environment integration * Agile Methodologies: Scrum, Kanban, Lean Management / Six Sigma principles (5S, A3, Gemba, Kaizen, PDCA, SMED, VSM). |

PROJECTS

**Migration & Integration Projects (OpenText):** Developed test stories, workflows, and participated in UAT for both ITSM to Jira and Salesforce Classic to Lightning migrations, managing defects, conducting post-go-live analysis, collaborating with IT and operations, creating training materials, test scenarios, and contributing to all aspects of the project lifecycle to ensure maximum efficiency, **Project Fusion (Integration of RAR Module in SAP)**

PROFESSIONAL EXPERIENCE

OpenText, Canada

Project Coordinator Nov 2024- Present

* Conducted User Acceptance Testing (UAT) for system modifications using HP- ALM , ensuring alignment with expected outcomes.
* Supported UAT participants within the Professional Services community by providing guidance and resolving operational and technical challenges.
* Created and analyzed reports related to account data engagements and Professional Services (PS) projects, enabling data-driven decision-making.
* Developed communication materials, including PowerPoint presentations, to effectively convey project updates guides and process changes.
* Authored and maintained process documentation to support Professional Services users of impacted systems.
* Assisted in executing test scripts and coordinating testing activities to ensure successful project delivery.
* Provided post-go-live transactional support, including organizing working sessions, offering ad-hoc support, and creating FAQ documentation for Project Managers.

Sr. Business Analyst June 2023-June 2024

* Spearheaded targeted marketing campaigns and promotions, aligning with the marketing calendar to drive sales productivity and customer engagement.
* Fostered cross-functional collaboration, ensuring seamless knowledge sharing between business and technical teams to drive project success and business growth.
* Analyzed email-generated data, tracking key metrics like SPAM rates, bounce rates, and database health to inform data-driven decision-making and optimize marketing strategies.
* Maintained and enhanced framework standards, ensuring consistency and best practices across documentation, process frameworks, and methodologies to drive business efficiency.
* Supported Marketing Operations and cross-functional teams, ensuring timely resolution and internal customer satisfaction with revenue operations.
* Developed comprehensive training materials and guided teams through successful migrations from legacy systems to modern platforms like Salesforce Lightning and JIRA, ensuring seamless transitions and enhanced functionality.
* Contributed to solution development, ensuring consistent and timely business process and project deliverables, while effectively managing defects in HP ALM to maintain project quality standards.

Revenue Operation Data Specialist Nov 2022-May 2023

* Analysing & creation models Forecasting Revenue Report based on Opportunity stages to share with senior stakeholders Using Outlook and Microsoft Teams
* Led validation process for financial plan, resource deployment, account assignments, and quota setting quote creation and approvals in CPQ, Opportunities, Accounts and Meta Data for both old and new Salesforce instances, yielding accurate data to support sales
* Contributes to the development of solutions to ensure that business processes and/or project deliverables are consistent, accurate, and timely, while effectively managing defects in HP ALM, ensuring seamless issue tracking, prioritization, and resolution to maintain project momentum and quality standards.
* Successfully Collaborating with Portfolio Sales Operations, Finance, HR, Sales and Compensation to developing and implementing their strategic solutions.
* Support SMB (Carbonite/Webroot) business unit, in managing MSP, Reseller, Distributor etc. on products
* Conducted extensive User Acceptance Testing on new Salesforce system to ensure the successful transition from classic version to lighting finance module.
* Creating Quotes, validating opportunities, enter and updating renewal-related data in Salesforce CPQ.
* Ensuring the accuracy and completeness of Purchase Order and DocuSign, contract details, and renewal dates and Supported business growth by analyzing and optimizing sales pipelines, ensuring adequate coverage and hygiene to drive predictable revenue and meet future growth targets.
* Coordinate with internal teams to facilitate the order processing, and solve problems related to order processing These team includes finance, Customer Success Manager and Others.
* Develop dashboards using Power BI and Tableau to track metrics like renewal rates, cancellations, and exceptions.
* Spearhead process improvement initiatives, identifying risks and implementing solutions to mitigate them.

Kitchener Waterloo Symphony, Canada

Junior Financial Analyst Jun 2022 -Sept 2022

* Developed and maintained complex financial models to support annual budgeting and quarterly forecasting processes.
* Utilized KPIs such as revenue growth rate, operating margin, and EBITDA to assess financial performance and align forecasts with business goals.
* Streamlined financial reporting processes by automating data collection and analysis using tools like Power Query, VBA, or Python.
* Played a key role in the implementation of new financial systems, such as ERP or budgeting software.
* Built cash flow models to ensure liquidity and support growth initiatives.
* Conducted monthly variance analysis to compare actual financial performance against budget and forecast.

S&P Global Market Intelligence

Financial Analyst, Apr 2019 – Apr 2022

* Tracked KPIs like customer lifetime value (CLV), customer acquisition cost (CAC), and return on investment (ROI) to evaluate the feasibility and profitability of long-term projects.
* Conducted scenario analysis to assess the impact of different strategic decisions on financial outcomes.
* Regularly updated financial models to reflect changes in business conditions and ensure alignment with organizational objectives.
* Ability to communicate financial insights effectively to non-financial stakeholders.
* Identified cost-saving opportunities and inefficiencies contributing to variances.
* Experience in generating regular and ad-hoc financial reports to support decision-making.

EDUCATION

Master of Business Administration (Financial Services Management) 2016 – 2018

Bachelor of Science (Biotechnology) 2013 –2016

PROFESSIONAL DEVELOPMENT

* Google Data Analytics Professional Certificate
* Excel: VLOOKUP and XLOOKUP for Beginners
* SQL Learning Path SQL Learning Path
* Excel: Macros and VBA
* Jira: Basic Administration