



Angelo David

IT BUSINESS ANALYST/CONSULTANT

Profile

An IT Consultant, with experience and passion in IT operation, IT Project Management, IT Business Analysis and IT Development/Programming.

Employment History

ERP Development Support consultant, Medatech Australia (Priority ERP Vendor), Melbourne

DECEMBER 2020 – PRESENT

- Successfully delivered ERP Application Installations
- Support clients with custom application development (based on SQL with Object Oriented Programming)
- successfully troubleshoot and communicate incidents as well as statuses to ensure transparency and efficiency in operational/project delivery

IT Business Consultant/Analyst, Mercedes-Benz Australia/Pacific, Melbourne

NOVEMBER 2018 – PRESENT

- Gathered and maintained requirements through the software development life cycle (SLDC), as well as managed the IT delivery of an Enterprise Feedback Management System project.
- Successfully managed the project schedule, risks, budget of \$200,00 and coordinated activities for the Online Appointment Booking and Dealership Management System (DMS) API Integration, as well as Point of Sale and DMS Integration (\$250,000 budget) for Delivery/Roll-out.
- Used Agile Project Management and Business Analysis methodologies to deliver the Customer Service Chat Bot and ensure value (30% Case/inquiry reduction)
- Oversaw an operational budget of \$350,000 + to manage the Retail-Sales applications (For Information Security, Compliance, Business Enhancements and Incident management)

Education

Bachelor of Information Systems, Royal Melbourne Institute of Technology, Melbourne

JANUARY 2016 – NOVEMBER 2018

Courses

Agile Scrum Master (PSM I) & Product Owner (PSPO I), Scrum.Org

JULY 2020 – SEPTEMBER 2020

Agile Business Analyst Fundamentals, Agile Business Consortium

APRIL 2018 – APRIL 2018

References

References available upon request

Details

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Australia

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Links

[Linkedin](#)

[Personal Website](#)

Skills

Communication Skills

Critical thinking and problem solving

Agile Project Management

Business Analysis

IT Project Management

Requirement Gathering

Data Analysis

Microsoft Office Suite

Microsoft Office Excel

Microsoft PowerPoint

SQL

Languages

English

Filipino

Hobbies

Running

Swimming

Weight lifting

Watching Movies,

Documentaries and TV shows