

GLENN TELUS-MENSAH

Chicago, IL 60602

614.271.0015

glenntm1@live.com

[LinkedIn](#)

Project Management ~ Innovation ~ Solution Architecture

Glenn is a dynamic and focused professional with superior technical knowledge and strong management skills. He is an adept problem solver with the ability to think and act efficiently, identifying challenges and implementing solutions. Glenn thrives in fast-paced, collaborative environments and is passionate about leveraging data and technology to solve business challenges. Remote work ready. Willing to travel 75%.

KEY COMPETENCIES & SKILLS

PROCESS IMPROVEMENTS • PROJECT MANAGEMENT • BUSINESS ANALYSIS • INTEGRATION • DATA ANALYSIS • CLOUD COMPUTING • AGILE METHODOLOGY • COMMUNICATION • PRESENTATIONS • LEADERSHIP • TECHNICAL ANALYSIS • TRAINING • MENTORING • PRODUCT MANAGEMENT • PROBLEM SOLVING • TIME MANAGEMENT • MIGRATING SYSTEMS • RELATIONAL DATABASES • TECHNICAL EXPERTISE • MICROSOFT OFFICE SUITE (EXCEL, WORD, POWERPOINT) • CRM • HTML • CSS • JAVASCRIPT • PYTHON • RESTFUL APIS • MICROSOFT VISUAL STUDIO • SALESFORCE DATA ARCHITECTURE • MIRO • SQL • JIRA • GOOGLE SHEETS

PROFESSIONAL EXPERIENCE

PRICEWATERHOUSECOOPERS, CHICAGO, IL

12/2020 – PRESENT

SENIOR ASSOCIATE, Technical Architect

Successfully led and developed a future state CRM architecture deliverable for an \$18 billion dollar utility firm as part of a \$25 million dollar customer transformation initiative reducing technical debt by 35%

- Facilitated 20+ technical discussions with key stakeholders to gain insight into the existing business processes and architectural landscape
- Managed a team of 5 that recorded and documented 100+ applications/programs currently in used by the client's subsidiaries, and offered recommendations to migrate over 40 applications/programs to future state solution
- Managed future state integration inventory that called out 25+ APIs allowing stakeholders to understand the architectural landscape and dependencies between systems

SENIOR ASSOCIATE, PRODUCT/PROJECT MANAGER

Led an implementation a CRM solution for 200+ end users reducing clicks and swivel chairing between four systems

- Facilitated 40+ functional and technical grooming calls, resulting in the comprehensive gathering of 400+ requirements and providing expert guidance to development team
- Managed a diverse team of over 10 developers, utilizing user stories to align development efforts with business requirements
- Conducted 10+ product demos to stakeholders, providing transparency into project progress and gathering valuable feedback for refinement

SENIOR ASSOCIATE, PROJECT MANAGER

Decreased launch time of web portal implementation by two months by constructing splint and release for 5k+ franchisees to ensure timeline is met before key business conference

- Managed time restraints adjusted sprint plan timelines to accommodate portal features

- Reviewed 100+ high-level user stories to determine pain points and develop future state solutions
- Analyzed 20+ current state systems and diagrams to prioritize data flow requirements

Streamlined Content Management System for 50+ users managing 1K+ knowledge articles for hotel franchisees to increase operational efficiency and customer satisfaction

- Examined three CMS roles business required for effective content management lifecycle
- Constructed 30+ user stories to build permissions on CMS roles that establishes CRM requirements
- Managed development and SIT/UAT, rolled out features to production for content team to enhance content management capabilities

SENIOR ASSOCIATE, TECHNO-FUNCTIONAL ANALYST

Enhanced efficiency for \$4.5B+ client wealth solution with secure data access and automated business functions for 10K+ wealth advisors

- Managed team of developers that deployed 300+ user stories, capturing essential business functions for wealth advisor team
- Workstream lead to integrate real time holdings into CRM solution for 1M+ clients to enhance customer 360 experience
- Managed 10+ data mappings, ensuring seamless communication between different data sources and systems

WEST MONROE PARTNERS, CHICAGO, IL

08/2018 – 10/2020

CONSULTANT, CUSTOMER EXPERIENCE

Configured field service lightning solution for truck stop corporation that aided in \$6B+ in revenue

- Captured 200+ business requirements for a future state field service solution
- Configured and tested 50+ user stories around the field service business processes
- Increased product efficiency and business insights by developing 20+ tailored reports and dashboards for end users

Improved customer experience levels by designing training documentation for field service platforms

- Instituted agent training on day-to-day activities and user adoption on new system
- Analyzed activities agents performed on system and assessed shortcomings to identify areas of opportunity needed
- Developed 40+ job aids for end users on how to navigate end users documentation that's needed

OTHER RELEVANT EXPERIENCE

TRAVELERS INSURANCE, INDEPENDENCE, OH	UNDERWRITING INTERN	2017
NATIONWIDE INSURANCE, COLUMBUS, OH	APPLICATION DEVELOPMENT INTERN	2016

EDUCATION

OHIO UNIVERSITY COLLEGE OF BUSINESS, ATHENS, OH: BBA: MANAGEMENT INFORMATION SYSTEMS, MINOR: FINANCE

SALESFORCE DATA CLOUD CONSULTANT • SALESFORCE CERTIFIED ADMINISTRATOR • SALESFORCE DATA ARCHITECTURE & MANAGEMENT DESIGNER • SALESFORCE INTEGRATION ARCHITECTURE DESIGNER • SALES CLOUD CONSULTANT