ABOUT ME

Senior consultant with a strong background in project management and leading technical teams. Effective at managing teams and clients, working with Agile principles, and supporting business requirements.

CERTIFICATIONS & SKILLSETS

* Project Management Professional (PMP) Certified: 2023
* Salesforce Business Analyst Certified: 2023
* Skills: PowerPoint, Salesforce, Excel, Word, Visio, Mural, Qualtrics, and Jira

EXPERIENCE

**Customer & Operations Advisory Senior Associate** **at KPMG: October 2023 – Present**

*Development of New Salesforce Feature: Alumni Management*

* Responsible as workstream lead for gathering business requirements, conducting visioning workshops, drafting process flows, and reviewing priorities across KPMG functions and partners
* Conducted data migration analysis and integration of three platforms to Salesforce: Marketing Cloud, historical CRM, and an alumni network portal
* Coordinated across 6+ teams including data analysis, platform, Q&A, and security teams to develop new Salesforce feature
* Participated and led various Agile focused calls: scrum of scrums, grooming sessions, sprint review and demos, and weekly status reports
* Oversaw completion of UAT (user acceptance testing), identified personas, developed test scripts, and assisted with all defect review and resolution
* Salesforce enhancement MVP output included a successful launch of new features, reports, and alumni capabilities for the business to leverage when selling
* Additional responsibilities include Atlanta office event planning, knowledge management champion, DE&I representative, and recruiting efforts

*Development of New Salesforce Feature: Case Management*

* Responsible for gathering business requirements, creating design documentation, achieving stakeholder alignment, and project management to bring new feature to Salesforce
* Worked with business to prioritize and evaluate backlog items and new use cases
* Managed work across three contractors and an intern and developed their knowledge and skillsets
* Evaluated Service Cloud and Sales Cloud for possible solution selection

**Customer & Operations Advisory Associate** **at KPMG: October 2021 – October 2023**

* Promoted a year early to Senior Associate due to high performance
* Developed all process documentation and assessed existing go to market technology platform of 75,000 users. Provided final recommendation of ‘best-fit’ future technology solution and migration plan to support telecommunication client’s marketing team
* Led survey distribution and data analysis of 100+ sellers for international insurance client to establish a Sales Operation Center of Excellence. Identified gaps in sales operations activities and recommended a new operating model
* Supported development of a future state operating model for go to market and sales enablement strategy. Led current state analysis workstream and document review

EDUCATION

**University of Georgia – B.B.A | Economics – Honors**

* GPA: 3.91