

**Business Analyst**

**Experience**

- o **February 2024 to Present**      **Salesforce Business Analyst at fusionSpan, El Salvador**
  - o Multiple roles: Project Manager, Business Analyst, System Admin and Platform Developer
  - o Constantly searching to implement Salesforce best practices
  - o Play back to stakeholders the requirements and expected outcomes
  - o Built and drove user stories in JIRA, Azure DevOps and other Ticketing Tools
  - o Writing & prioritizing User Stories detailing functional and technical aspect of the Solution
  - o Worked on multiple projects concurrently with competing priorities
  - o Direct interaction with the clients, First-Level Support and System Administrator
  - o Leverage out-of-the-box Salesforce Features which are scalable, maintainable, and overall follow Salesforce Best Practices
  - o Provide best practices and recommendations to client on front end screen flow processes, automations, SF Org Configuration
  - o Association Management Platforms built on Salesforce: [Fonteva](#) and [Nimble](#) Consultant
- o **November 2023 to February 2024**      **Scrum Master at Perseus X, El Salvador**
  - o Working directly with [Amdocs](#) (previously [Procom Consulting](#))
  - o Project Management tasks:
    - Status Reports for Management
    - Resolution Summaries
  - o Leading 2 Front End Teams while working directly with the client
- o **August 2021 to November 2024**      **Salesforce Business Analyst at Silverline Central America, El Salvador**
  - o Working directly with [Silverline CRM](#)
  - o Multiple roles: Project Manager, Business Analyst, System Admin and Platform Developer
  - o Constantly searching to implement Salesforce best practices
  - o Conducting daily and weekly standups
  - o Play back to stakeholders the requirements and expected outcomes
  - o Built and drove user stories in JIRA, Azure DevOps and other Ticketing Tools
  - o Writing & prioritizing User Stories detailing front end web processes for various financial and technology clients
  - o Managed multiple projects concurrently
- o **November 2019 to May 2021**      **Project Manager at Worldline, Tours, France**
  - o Manage a nearshore team of Senior Software Developers
  - o Coordinate the activities of the Development, Testing and Delivery Teams
  - o Scrum Master responsibilities
  - o Conducting daily and weekly standups
  - o Wrote & prioritized user stories detailing front and back end processes
  - o Direct communication with clients
- o **March 2013 to Nov. 2019**      **IT Developer in a B2C project at Worldline, Tours, France**
  - o Delivery expert: using an internal tool to configure and deploy the apps on their respective servers
  - o Working with a French car company on a complex project with many components such as: App Store and a custom Translation Tool: to change locales dynamically using the I18n module
  - o Installed Splunk 6.5.2 on Linux Servers

## Education

- **March 2013 Master: Information Technology at University F. Rabelais, Tours, France**
- June 2011 BS: Science and Technology focused on Mathematics, University F. Rabelais, Tours, France

## Skills

- Languages:
  - o English: Fluent
  - o French: Fluent
  - o Spanish: Fluent
- Office Software: Microsoft Office, Lotus Notes
- Languages/Frameworks: Apex, Java, JavaScript, AngularJS 1.6, HTML5, PeopleSoft and PHP
- Database: Oracle SQL and MySQL and SOQL
- Programming tools: Application Designer, Atom, Eclipse, IntelliJ, Git, Mercurial, Node, Postman and VS Code
- Ticketing Tools: Jira, Azure Dev Ops, Lotus, Service Now
- Testing tools: SoapUi, JUnit, Selenium, Jenkins, HP Quality Center, Snagit
- Document writing/editing: Technical and Functional Specs, Quotations, Procedures, Test Scripts, Translations, User Stories and Process Flows
- UML diagram mapping for Story Telling, User Journey and Process Mapping
- Create/update process flows in Lucid Chart
- Methodologies: Agile and Adaptive, experience with Agile Scrum
- Managing multiple projects concurrently
- Direct communication/interaction with the clients
- First-Level Technical Support, Guidance and Tutorials/Demo Videos for Trainees and non-technical Clients

## Certifications

- [Salesforce](#)
  - o Administrator
  - o Platform App Builder
  - o Platform Developer I
  - o Business Analyst
  - o Sales Cloud Consultant
  - o Service Cloud Consultant
  - o SF Associate
  - o AI Associate
  - o Agentforce Specialist
  - o Data Cloud Consultant
  - o Health Cloud
  - o Financial Services Cloud
  - o nCino 101 Basic
  - o Fonteva Power User
  - o Fonteva Partner
- May 2021 Scrum Fundamentals [Certified](#), Scrum Study
- February 2019 Splunk Certified User, System and Data Administrator, Splunk Education