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Lesley Boyd

EXPERIENCE

Accenture, Nashville, TN – *Salesforce Application Development, Sr Analyst*

April 2019 – PRESENT

Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology and operations.

- Certified Salesforce Admin and App Builder.
- Act as a Salesforce consultant on projects including those with federal clients.
- Gather project requirements and add to acceptance criteria.
- Configure Salesforce Orgs in sandbox environments to meet project requirements.
- Compose and execute scrum test case scenarios.
- Migrate code to remote repositories to meet CICD requirements.
- Practice Scaled Agile Framework Methodology.
- Work within government legislated guidelines to meet tight deadlines.

Bridgestone, Nashville, TN

Bridgestone Americas and its subsidiaries develop, manufacture and market a wide range of Bridgestone, Firestone and associate brand tires to address the needs of a broad range of customers, including consumers, automotive and commercial vehicle original equipment manufacturers, and those in the agricultural, forestry and mining industries.

Tire Education Specialist | 2017-2018

- Delivered product and sales presentations to tire dealers across the country increasing marketing visibility by 10%
- Interviewed tire business owners before events to evaluate needs and plan a valuable training session
- Found innovative ways to train sales associates on being "Trusted Advisers"

Business Analyst | Salesforce Administrator | 2014 – 2017

- Salesforce Administrator for the Consumer Tire Sales group of 150 users
- Worked with members of the IT department to retire a legacy CRM for a newly acquired company and integrate their business into our existing Salesforce Org
- Developed KPI tracking tools inside Salesforce for multiple teams
- Managed any data uploads, technical issues, and user modifications
- Worked with the Consumer Analytics team to use Alteryx to develop sales insights for multiple groups including a daily sales feed, geographic location tools, and channel growth visualizations
- Worked with IT and other analysts to utilize Tableau for dynamic visualization tools that were once a manual process
- Teamed up with IT to integrate Tableau and Salesforce as another way to view sales data

Frito-Lay, Nashville, TN

PepsiCo is a global food and beverage leader with a product portfolio that includes 22 brands that generate more than \$1 billion each in annual retail sales. Our main businesses – Quaker, Tropicana, Gatorade, Frito-Lay and Pepsi-Cola – make hundreds of enjoyable foods and beverages that are loved throughout the world.

Supply Chain Operations | 2012 – 2014

- Organized sales order volume distribution to Central Gulf Region including Tennessee, Alabama, Louisiana, and Arkansas
- Increased on-time delivery and labor efficiencies by accessed ordering systems remotely across the region utilizing SAP
- Communicated regularly with regional sales personnel and operations management to ensure on-time delivery and labor efficiencies
- Enabled labor tactic sustainment and accountability for the region by building reports and participating in region labor conference calls
- SAP Subject Matter Expert that facilitated procedural refresher training for sales and operations personnel

SAP Solution Analyst | 2011– 2012

- Member of the Project One Up SAP Release 7.0 – Order Management Team as a user acceptance tester and field trainer
- Managed end user technician groups while deploying SAP solution across the US and Canada in over 300 locations over a one year time span
- Delivered formal end user SAP Order Management training for each wave of the deployment as well as on site support team member
- Responsible for change management of SAP implementation in distribution centers ranging in volume from 12,000 cases a week to over 90,000 cases a week
- Validated business scenarios for developmental testing during SAP User Acceptance Testing.

EDUCATION

Nashville Software School – Full Stack Software Development

October 2018 – March 2019, Nashville, TN

Middle Tennessee State University – BS, Recording Industry

August 2002 – May 2005, Murfreesboro, TN

graduated cum laude