Business Analyst

Core Skill:
Business Analysis

Industry Verticals:
Retail
Banking
Media

Programming Languages:
SQL
JavaScript
Python
T-SQL
C#

Databases:
Microsoft SQL Server
Oracle

Tools & Techniques:
Desing Thinking
Analysis
Saleforce
Scrum
Kanban
Jira
Azure DevOps

Summary:
Business Analyst with over 6 years of experience in IT projects, a background in the retail and consumer goods industry. Adept at leveraging data-driven insights to optimize and improve business processes and identify pain points. Solid experience implementing solutions through SCRUM, Kanban, and waterfall methodologies. Proficient in ERP/Financial implementations, customization, and system integrations, committed to driving optimal outcomes and adaptable to the context.

Qualifications:
Educational Background :
Economics Science, Bachelor Degree, 2016
Computer Science Engineer, Bachelor Degree, 2013

Certifications :
Salesforce certified Administrator, Salesforce, In Progress
Salesforce certified Business Analyst, Salesforce, 2024
Design Thinking Profesional Certificate, Certiprof, 2023
Agile Analysis Certification, IIBA, 2023
Salesforce certified Associate, Salesforce, 2023

Spoken Languages:
Spanish, Native
English, B2

Soft Skills:
Analysis
Autodidact
Feedback
Problem Solving
Team Work
Adaptability
Empathy
Collaborative

PROFESSIONAL EXPERIENCE

Industry sector : **Retail**

Functional Analyst/Business Analyst
2023 -07-01 – Currently

Project descriptions:	**Responsibilities:**	
Provide support to the Digital Asset Management process in each stage of the asset life cycle and identify pain points and improvement opportunities around this process.	Understand, analyze, and identify pain points and improvement opportunities in the Digital Asset Management process. Understand the organization's specific needs regarding digital asset creation, storage, retrieval, and distribution. Ensure a comprehensive understanding of the expectations and challenges faced by various stakeholders. Analyze existing workflows and identify areas for process improvement and efficiency gains. Develop detailed use cases that illustrate how users will interact with the proposed solutions. Ensure that metadata standards are followed and aligned with organizational needs. Identify integration points with other systems, such as content creation tools, marketing platforms, or website CMS, and define requirements for seamless data flow between the DAM system and other applications. Address user concerns and assist in the transition to new workflows. Monitor system performance and user feedback to ensure ongoing satisfaction.	
Programming Languages:	**Tools & Techniques:** Microsoft Office, Agile, Kanban, Jira, Scrum, Functional testing	**Testing**:

Industry sector : Finance

Business Analyst

2022-12-01 – 2023-05-31

Project descriptions:	Responsibilities:
Deliver a transactional data model that uses less database storage, keeps the same level of detail of the information, and integrates with the stored data.	Analyze and Understand the system that controls the client's operation and ideate a solution option, without losing details and minimizing the impact on the financial reports of the company, which allows to minimize the storage used by the GL transactions in the system. Build a POC mapping the transactions defined in the system and the equivalence as an accounting transaction.

Programming Languages:	Tools & Techniques:	Testing:
SQL	Agile, Azure DevOps	

Industry sector : Blockchain

Business Analyst

2022-07-01 – 2022-10-31

Project descriptions:	Responsibilities:
To develop a secondary marketplace so the users can have a space where they can resell their NFTs over the accepted blockchain in the metaverse.	Develop a deep understanding of the NFT ecosystem, including blockchain technology, smart contracts, and the specific standards governing NFTs (e.g., ERC-721 or ERC-1155). Collaborate with stakeholders to gather requirements for the NFT secondary marketplace. Understand the unique features desired by buyers, sellers, and collectors within the NFT community. Work closely with development teams to ensure seamless integration

with blockchain networks. Define requirements for smart contracts that govern NFT transactions and ownership. Collaborate with UI/UX designers to create an intuitive and user-friendly interface for the NFT marketplace. Ensure proper display and handling of diverse NFT assets, including art, collectibles, and virtual real estate.

Programming Languages:	Tools & Techniques: Jira, Agile	Testing:

Industry sector : Retail

Business Analyst

2017-02-16 – 2022-09-16

Project descriptions:	Responsibilities:
Integrate the payroll system with the ERP. Improve the Tax Report process. AP Invoice reception automation.	Identify opportunities and address needs for system enhancements, performance improvements, and new features that can benefit the organization and its business processes. Participate in quality assurance and testing activities, ensuring that customizations and configurations do not impact negatively the existing processes. Collaborate with business stakeholders to elicit, document, and analyze requirements and recommend solutions based on the value proposal. This involves conducting interviews, workshops, and surveys to understand business processes and objectives. Create clear and detailed requirement documents, such as business requirement documents (BRDs) and functional requirement documents (FRDs), aligned with the stakeholder's expectations. Document processes using techniques like process modeling, flowcharts, and diagrams. Identify pain points and address those

as improvement opportunities Facilitate effective communication and collaboration, ensuring that all parties have a clear understanding of project goals and requirements. Provide training and support to end-users to ensure they understand and can effectively use the implemented solutions.

Programming Languages:	Tools & Techniques:	Testing:
SQL, T-SQL, PL/SQL, C#	Azure DevOps, Scrum	BDD, Manual Testing

Industry sector : Consumer products

Software Developer

2016-02-08 – 2017-02-28

Project descriptions:	Responsibilities:	
Implement ERP software for the enterprise group	Responsible for customizing and configuring the ERP system to meet the specific needs and requirements of the organization. Migrate data from legacy systems to the new ERP platform and ensure that data is accurately transferred, transformed, and properly mapped within the ERP database. Design and implement integrations to enable seamless data flow between the ERP and other applications. Identifying and resolving technical issues and bugs within the ERP system.	

Programming Languages:	Tools & Techniques:	Testing:
C#, SQL, T-SQL, .Net Core	Sql Server, Visual Studio	