**Sandrina Jorgji, MBA**

**267-288-8871 |** [**sborici2497@gmail.com**](mailto:sborici2497@gmail.com)

**Detail-oriented PM/Business Analyst with 6+ years of technical experience, seeking a team-oriented role in a quality-driven culture.** (1) Exceptional Multi-tasker within a fast-paced, high volume & project-driven environment.(2)Proven ability to design/automate business processes to reduce labor hours and production time. (3)Experience in working with large global projects and establish relationships with software vendors to illustrate our business needs, implement application changes from start to finish, and train/solicit feedback from users.

**TECHNICAL SKILLS**

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| --- | --- | --- | --- | --- | --- |
| · Salesforce  · Smartsheet  · Jira  · Confluence  · Project Web App | · MS Excel  · SiSense  · Slack  · MS Access  · Lucid Chart | · CNS  · E-Source  · MS PowerPoint  · MS PowerPoint  · IHP | · IMU  · ISM  · IPass  · Medius-Flow  · Taskray | · QuoteWerks  · SAMS  · Service Desk Access TS  · Support Assistant Module  · Symantec AV/Endpoint | · vCenter Client 4.0  · Wercs  · WIN GADD  · Gemini  · iDesk Web Client |
| · JD Edwards (ERP) | · A2B | · Vertex | · Pilot WebEx Connect | · Toad Pro | · Google Drive |
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**FOREIGN LANGUAGES**

* Fluent in English, Albanian and Italian; Proficient in Spanish, and Moderate in French.

**EDUCATION**

**University of Phoenix**, Phoenix, AZ

Master of Business Administration, 2013 (GPA – 3.72)

**Temple University**, Philadelphia, PA

Bachelor of Art in Psychology, 2010 (GPA – 3.64)

**EXPERIENCE**

**Modis Consulting, Conshohocken, PA 2021 - Present**

**Technical Project Management/Business Analyst**

* Led phase 1 of the Enterprise Business Intelligence Project from ELT requirements gathering through dashboard implementation
* Facilitated roadmap updates, feedback sessions, data mapping exercises, and communication of deliverables to the Brand Presidents and ELT throughout the project
* Assisted as a Business Analyst in the requirement gathering and elicitation for the new Franchise Management System implementation in Salesforce, through the 1st and 2nd release.
* Participated in Scrum meetings, Grooming sessions, Triages for the Franchise Management System implementation project

**Quaker Houghton Corporation, Conshohocken, PA 2019 - 2021**

**IT Project Management Business Analyst**

* Participated in and coordinates cross-functional teams from initiation to delivery of multiple project initiatives in alignment with client’s expectations or business needs, while ensuring overall project quality and timelines.
* Ensured ongoing process/system capability associated with projects and manages any changes required to meet or exceed the expectations established in project designs.
* Interfaced between Business Owner/Sponsors, external developers and PMs to clarify and document detailed requirement deliverables, define acceptance criteria, translate requirements into technical requirements, develop use cases for functionality rollout, user training etc..
* Led the User Acceptance Testing (UAT) of various projects while collaborating on test strategy, case execution & validation of the completeness and accuracy of underlying data.
* Utilized industry best practices, techniques, standards, and process improvement tools throughout the entire project execution, while monitoring progress and making adjustments as needed.
* Recommended input on project plans, cost/resource estimating activities and approaches to innovate processes that drive results, as well as plans/directs schedules and agenda to run project meetings on PM’s absence.

**Quaker Chemical Corporation, Conshohocken, PA 2016 - 2019**

**Business Applications Analyst**

* Acted as a Project Lead in the design, development (process improvements/comparisons), testing, and implementation of full life-cycle assignments (utilizing ITIL and ITSM frameworks), including Go-Lives, Software Implementations/Upgrades, and Mergers/Acquisitions.
* Reviewed and enhanced workflow design, requirement gathering, and functional specifications in the development of business processes, while ensuring a consistent audit trail of detailed documentation.
* Designed and executed test scenarios, test scripts, and user stories, often on tight deadlines.
* Provided extensive training and to end-users and technicians, with an in-depth layout of system functionality and feature enhancements.

**Quaker Chemical Corporation, Conshohocken, PA 2015 - 2016**

**Business Services IT Support Specialist II**

* Provided Technical Support for incidents related to Business applications, providing recommendations to improve business processes.
* Logged and tracked requests for Metrics Reporting using self-designed, excel-based tracking tool and pivoted charts.
* Investigated and tested new system functionality in JDE (ERP) and BI tools, and developed end-user training documentation.
* Designed a knowledge base to track resolutions on workarounds, known errors, etc.

**IKEA US 2014 - 2015**

**SPOC Consultant**

* Responsible for the completion and/or allocation of open IT technical support cases, within SLA timeframe.
* Monitored and escalated all open support cases, while keeping the end user informed and providing Service Excellence.
* Actively played a role in IKEA change and life cycle management.

**De Lage Laden Financial Services, Wayne, PA 2013 – 2014**

**Structured Sales Support Analyst**

* Reviewed and processed incoming customer leasing applications in A2B, ATS, and E-Source systems, and completed UCC filings.
* Acted as a subject matter expert between internal and external clients both before and after the execution of transaction funding.
* Performed workflow analysis to optimize the efficiency of daily operations.