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April 20, 2023

Ben Polotnianka
Senior Project Manager of Information Technology and Transformation
City of Marion

Hi Ben,

RE: Business Analysts

I am thrilled to apply for the Business Analyst position at the City of Marion. I am confident that my strong attention to detail and organizational skills will enable me to effectively manage projects from start to finish. Over the course of my career, I have developed a great passion for business analytics, and I am dedicated to leveraging this expertise to help organizations exceed their customers' needs. I enjoy providing critical insights to directors, managers, and project teams to help them evaluate their progress towards achieving their objectives.

I have proven experience in managing multiple aspects of several projects, working closely with project managers to develop project schedules, ensure team members had necessary resources, and coordinate communication with stakeholders on project updates. I am proud of my accomplishments, including leading a complex project to roll out a feature on our app that allowed users to book appointments with veterinarians. By coordinating an early feedback system during a trial period, we were able to discover and fix several bugs and pain points, reducing customer concerns by 80%. We also completed the project under budget by \$3,000. I have designed and conducted over 300 quantitative and qualitative market and social research projects of varying sizes, providing innovative strategies based on data-driven insights tailored to business and functional requirements.

During my previous role at The Nielsen Company, I worked on critical projects, including the redesign of our flagship CRM system. When an external issue derailed a crucial project milestone, I developed an all-team triage system to ensure that other project sprints could continue moving forward. As a result, the updated system went live within five days of the original planned launch, an effort that received praise from the CEO. I also earned recognition for my ability to effectively delegate and keep myself and my teammates calm under pressure.

I also have experience managing internal and external relationships, negotiating data collection approaches, data quality, timeframes for data collection and delivery, and data format and definitions with market research suppliers. I have consistently received positive feedback for successfully managing these relationships while ensuring that the work undertaken meets internal and external clients' needs. Additionally, I have worked with project teams to develop and execute testing plans and coordinated with users to ensure that their needs and expectations are being met.

My work experience has provided invaluable experience with stakeholders across the organization, enabling me to understand their needs and requirements and translate them into clear and concise documentation used to inform the development of new systems and processes. I also involved internal stakeholders in the branding process, creating a cohesive customized solution for all products and services after conducting several interviews, workshops, and other forms of research, resulting in a 148% increase in revenue.

As an experienced consultant at Samsung Australia, I developed a plan to improve customer service satisfaction ratings by designing and implementing a training and induction program for new employees and refresher training for other members of the customer service team. This initiative considered internal and external factors influencing the team's performance and was well-supported by head office, later being implemented across other locations.

As a professional Business Analyst, I am comfortable capturing and analysing 'As-Is' and 'To-Be' business process models using BA methods and tools. I am experienced in face-to-face and virtual workshop facilitation and can provide support with data analysis, migration, and data cleansing activities. I am also capable of developing and maintaining gap analysis matrices to capture.

I am excited about the opportunity to further grow and develop my skillset in Human Resource software, Online Booking, Risk Management, or Property Management Systems in this customer-centric position. The core objective of this role is to gain an in-depth understanding of the City of Marion's as-is process and develop the to-be processes to increase the customer experience while maintaining financial sustainability. Along the way, I am eager to enhance my understanding of the City of Marion transformation roadmap and design best-in-class future state processes.

Thank you for your valuable time and your consideration.

Best regards,

Simon Gomes