

Professional Profile

Functional and technical Business Analyst with more than 20 years of experience within the IT field, working with a variety of technologies such as ECM (SharePoint and Livelink/Content Server), CRM (Salesforce service & sales cloud), ERP (SAP) and Oracle Digital Marketing (Eloqua cloud) including, Analytics (MS Power BI/DAX/Power Query), MS Power Apps, MS Flow/Automated, Azure DevOps, Chatbot, Artificial Intelligence (AI), LMS (D2L), COTS and .NET products, 12 of those years performing Business Analyst activities, 8 of them being in the Oil & Gas industry. Vicente has a strong ability to understand what organizations need, working as a liaison between business unit representatives across all levels, exceeding clients' expectations. Clearly discusses the management of information throughout the organization, including requirements, processes, testing, training, change management and documentation in a way that business process owners (management) and end-users can understand, helping everyone to achieve the same goal.

Career Highlights and Qualifications

- 13 years of business analysis experience in large organizations implementing, enhancing, upgrading and configuring applications, working closely with stakeholders to successfully fulfill their needs by eliciting, analyzing, documenting and validating clear and concise business and system requirements, performing gap analysis, documenting business processes (current and future state), impact assessments, technical specifications, creating mock ups, project plans, roadmaps, defining scope, schedule, cost, developing training and communication materials to assist with change management, training end users and providing support after go-live
- 9 years of experience working in a SCRUM development environment (Scrum Master certified) creating epics and user stories with project teams and business users, prioritizing (and re-prioritizing) project's backlog, distinguishing user requests from fundamental needs and depth knowledge of SDLC (user requirements gathering, solution design, build solution, acceptance test, training end users, project documentation and go-live support)
- 8 years of experience assisting with change management supporting multiple projects by developing communication to be shared across the organization, stakeholder analysis to identify those affected by the changes, engagement plan to promote user adoption, communication plan, awareness campaign, developing end user training material and providing after go-live support
- Excellent knowledge of the following core software applications:
 - SAP (8 years of experience working at DBA Engineer of Systems, Husky and Newalta)
 - Salesforce (6 years of experience working at Eloqua and Husky)
 - .NET and COTS (7 years of experience working at Eloqua, Inter Pipeline, Tervita and Government of Alberta, Shaw)
 - SharePoint (9 years of experience working at Inter Pipeline Funds, Husky, Gibson, Tervita, Government of Alberta, WestJet, Boardwalk and University of Calgary)
 - Livelink/Content Server (4 years of experience working at Husky, Enmax and Northwest Redwater)
 - Oracle (4 years of experience working at Eloqua)
 - Power BI (3 years of experience working at WestJet, Boardwalk and University of Calgary)

- Specialized in turning data into usable and relevant information for clients, focusing on performance management, definition and delivery of business metrics and data visualization by creating powerful reports and dashboards. Capable of deployment the solution including gateway setup, workspace management and data modeling creation, in addition of training users to create your own reports based on existing datasets, SharePoint lists or Excel files
- Proficient in fully understand the “big picture” of complex processes so they can be documented using MS Visio, making recommendations on how to streamline them to improve business efficiency and reduce redundancies
- Skilled in gathering and analyzing data from multiple sources (ERP, CRM, ECM, Excel, databases) simultaneously and translating all that data into meaningful information
- Coordinated the work effort of functional groups (SA/DEV/QA/UX) involved to ensure the solution encompass all the requirements identified by the business, projects are delivered and implemented on time as planned, optimizing time, resources and budget
- Lead and performed business acceptance tests including development and execution of test plans, test cases, test results, test data, in addition to coordination of testing effort with the business
- Ensured the solution encompass all the requirements identified by the business
- Excellent end user training and document skills who knows how to explain users on how to efficiently use their applications thus they can have a positive experience and maximize their functionalities
- Active listener, that can inquiry with clarifying questions and enjoys pursuing root problems
- Excellent verbal, written, organizational, interpersonal and presentation skills
- Excellent analytical, systematic approach to problem solving and creative thinking skills
- Outstanding team player with strong initiative and positive orientation with ability to successfully work with multiple teams, building strong relationships with project members, stakeholders and vendors
- Customer service oriented committed to quality and detail, outstanding facilitator, leading and managing requirements meetings and workshops
- Goal oriented with strong initiative and multi-tasking on several projects simultaneously while under tight deadlines
- Extremely knowledgeable user of MS Office applications, Power BI, Power Apps, Flow/Automated, Azure DevOps, SharePoint, SharePoint Designer and InfoPath, Livelink/Content Server, Adobe (Photoshop, Illustrator and Forms), Salesforce, SAP, ARIS, Balsamiq, Pencil, ServiceNow, Jira and Confluence

Professional Experience

Senior Business Analyst (Contractor)

Jan 2020 – Present

University of Calgary, Calgary, Canada

Project: Analyze and document current registration SharePoint site and develop a comprehensive solution proposal for its redesign. Help with change management activities such as communication, developing training material and teaching users on how to use the new site including data migration. Roll out D2L (Desirer to Learn) online learning environment for the department to allow over 450 residents and fellows to start their 65 accredited residency programs. Develop and support MS Power BI reports for the department as required. Create surveys and providing periodic reporting results to the staff using Qualtrics

Team: 3 Managers, 17 Staff members, 1 BA/QA

Tools: Power BI Desktop/Services/Gateway/DAX, MS Office 365, SharePoint Online, MS Teams, D2L, Qualtrics, One45, Windows 10

Senior Business Analyst (Contractor)

Sep 2019 – Sep 2020

Boardwalk, Calgary, Canada

Project: Develop reports/dashboards using MS Power BI for managers and executives to display revenue, to show progress of PMO initiatives, to streamline productivity of the warehouse among other areas of the organization and to perform marketing analysis. Convert existing paper forms to digital format using Power Apps. Implement Chatbot solution to help users and the support team to manage incoming requests. Migrate files from the network drive to SharePoint Online. Create AS-IS and TO-BE processes in addition to gather requirements and convert them to user stories to improve the existing in-house developed and convoluted ordering solution

Team: 1 PM, 1 SA, 1 BA, 2 Devs, 2 QA

Tools: Power BI Desktop/Services/Gateway/DAX, MS Flow/Power Automate, MS Office 365, SharePoint Online, Intercom Chatbot, MS Teams, Windows 10, Photoshop, Illustrator

Senior Business Analyst (Contractor)

Oct 2018 – Sep 2019

WestJet, Calgary, Canada

Project: Migrated applications from two data centers to MS Azure cloud services. Developed multiple reports/dashboards using MS Power BI for senior management and executives to inform the progress of Cloud Migration, O365, Operation Control Centre and Telus Migration projects. Create solutions using MS Power Apps to Office365 and Cloud Migration projects to help with user adoption

Team: 2 PM, 1 SA, 2 BA, 4 Cloud Specialists, 1CM, 1 Technical Writer

Tools: Power BI Desktop/Services/Gateway/DAX, Power Apps, MS Azure, MS Office 365, Jira, SharePoint Online, MS Teams, Windows 10, Photoshop, Illustrator, Citrix

Senior Business Analyst (Contractor)

Feb 2018 – Aug 2018

Shaw, Calgary, Canada

Project: Implemented Artificial Intelligence with Chatbot and Power Search, providing a web channel where the end users ask conversational questions to the bot or in a search bar, and receive a list of most relevant articles answering the query from integrated knowledge base. The selection of the articles is performed applying cognitive framework, which uses advanced natural language understanding (NLU) techniques to analyze the question and context, and consequently predict the intention

Implemented payment via chat, improving customer experience by letting customers to process their payments online, but also reduces the amount of time spent by agents during their conversation, allowing agents to be more efficient giving the fact they will be able to respond to more chat requests

Replaced Knowledge Base repository (from Jive to Lithium) - focused on self-serve support with the objectives of reducing tech support calls by improving digital usage for tech support activities, thereby increasing customer satisfaction

Team: 4 PM, 2 SA, 1 BA, 2 Devs, 2 QA, 1 CM, plus multiple vendors

Tools: MS Office 365 Pro Plus, Jira, Confluence, Wysdown Chatbot, SnagIt 12, Cisco, Jabber, Skype, MS Teams, Windows 10

Senior Business Analyst (Contractor)**Aug 2016 – Feb 2018****Government of Alberta (Advanced Education)/CGI, Edmonton, Canada**

Project: Upgraded a 10 years old application and two other external facing portals (all developed on .NET) that manages all the apprenticeship information within the province of Alberta, to align with current business needs by making them mobile friendly, adding new key functionalities to users, introducing new processes to address important issues, in addition to ensure they were properly integrated so the information could move across all three systems

Team: 1 PM, 1 SA, 1 BA, 6 Devs, 1 QA, 1 CM

Tools: MS Office, SharePoint 2010, Balsamiq, Windows 7, SnagIt 12, Citrix, Jira, Microsoft Team Foundation Server (TFS)

Senior Business Analyst**Oct 2015 – April 2016****Tervita, Calgary, Canada**

Project: Implemented a new customer portal solution using a third-party COTS product involving a mobile app (iOS/Android), website, admin modules and electronic signature, in addition to supporting the waste processing division, by understanding business processes, master data & metadata management and underlying system functionalities, providing complex issue resolutions and configuration change recommendations

Team: 1 Project Manager, 2 BAs, 7 Devs, 3 QAs, 2 CMs, 2 UXs

Tools: SharePoint 2010, Liferay, QFAIM, Hazmat, Pencil, MS Office, Windows 7, SnagIt 12, Citrix, ServiceNow, Adobe Forms

Business Analyst (Contractor)**Apr 2015 – Aug 2015****Gibson Energy, Calgary, Canada**

Project: Provided governance, best practices, configuration and administration to support migration of SharePoint 2007 and 2010 sites and content to SharePoint Online

Team: 1 Program Manager/Project Manager, 1 BA/QA/Dev, 1 Dev, 1 CM

Tools: SharePoint 2007/2010/2013/Online, Office 365, OneDrive, Windows 7, SnagIt 12, Active Directory, Citrix, VMware, Jira

Business Analyst (Contractor)**Sep 2013 – Feb 2015****Husky Energy, Calgary, Canada**

Project: Addressed stakeholders concerns by developing solutions using Salesforce, Livelink and SharePoint to enable the organization to improve sales inefficiencies and customer experience

Team: 1 Program Manager, 2 Project Manager, 1 SA, 1 BA/CM, 2 Devs, 1 QA

Tools: Salesforce, SharePoint 2010, Livelink, MS Office 2010, Windows 7, SnagIt 7, Active Directory, Citrix, VMware, Jira

Business Analyst (Contractor)**Feb 2012 – Sep 2013****Inter Pipeline Funds, Calgary, Canada**

Project: Responsible for continual SharePoint, team site, intranet, document management & migration and collaboration service improvements and implementations. In addition, successfully implemented and integrated a new third-party COTS product to SharePoint

Team: 1 Program Manager, 1 Project Manager, 1 SA, 1 BA/QA/CM, 2 Devs, 1 Admin

Tools: SharePoint 2007 and 2010, InfoPath, Nintex, MS Office 2010, Windows 7, Citrix, VMware WebEx, Snagit 7, Cadac Organice Explorer, Jira, Photoshop, Balsamiq

Business Analyst (Contractor)

Aug 2011 – Feb 2012

Northwest Redwater, Calgary, Canada

Project: Developed from scratch a new folder structure, categories, attributes and security model including configuration. Assisted with document migration, archiving of legacy information and added new functionalities to a new Livelink environment allowing users to easily save and retrieve their documents

Team: 1 PM, 1 BA/QA/CM/Admin, 1 BA, 1 Dev

Tools: Livelink, MS Office 2010, Windows 7, Snagit 7, Photoshop, Adobe Forms, Citrix

Business Analyst (Contractor)

May 2011 – Aug 2011

Enmax, Calgary, Canada

Project: Upgraded existing Livelink environment creating new categories, attributes and custom reports to allow HR department to properly migrate and manage more than 10K documents

Team: 1 Manager, 1 BA/QA/CM, 3 Admins

Tools: Livelink, MS Office 2007, Photoshop, Citrix, Windows XP

Manager, SAP Master Data Management

Sep 2010 – Apr 2011

Newalta, Calgary, Canada

Project: Managed team of 4 coordinators and 1 analyst to accurately and efficiently maintain SAP master data. Moreover, held frequent meetings with functional groups to strengthen relationship with the MDM team

Team: 1 Manager, 4 Coordinators, 1 Analyst

Tools: SAP MM, MS Office 2007, Citrix, WebEx, Windows XP, Adobe Forms

SAP Master Data Analyst (Material, Service & Vendor)

Aug 2006 – Sep 2010

Husky Energy, Calgary, Canada

Project: Enhanced master data, purchasing and inventory management functionalities on existing SAP MM environment. Responsible for effectively implementing Livelink solution for the procurement group

Team: 1 Team Leader, 4 BAs, 2 Devs, 2 QAs

Tools: SAP MM, LSMW, Livelink, MS Office 2007, Citrix, ARIS, Jira, Adobe Pro, Windows XP

Technical Customer Support

Mar 2006 – Aug 2006

IBM, Edmonton, Canada

Project: Provided high quality customer service by successfully troubleshooting technical issues for users using PCs and cell phones, addressing their concerns and leading them through the resolution

Team: 1 Manager, 10 Customer Support Agents

Tools: MS Office 2003, SAP, Lotus Notes, Win XP

Project & Account Manager

2005 – 2006

Medea Group, Toronto, Canada

Project: Managed the deployment process of their COST product from end to end, addressing technical & business concerns, and identifying new opportunities or solutions to help grow revenue for company's top 5 financial customers (HSBC, BMO, RBC, Scotia and GRS)

Team: 1 Account Manager/Project Manager, 2 Devs, 2 QAs

Tools: MS Office 2003, Photoshop, Acrobat, Win XP

CRM Product Specialist Team Leader

2002 – 2005

Oracle/Eloqua Corporation, Toronto, Canada

Project: Managed the deployment process of their COST product from end to end (including Salesforce configuration), addressing technical & business concerns, and identifying new opportunities or solutions to help grow revenue from the existing client base

Team: 4 PM, 7 BAs, 5 Devs, 3 QAs

Tools: Salesforce, MS Office 2003, FrontPage, HTML, UltraEdit, Photoshop, WebEx, Flash, Windows XP, NT, WS-FTP

SAP MM Business Analyst

1999 – 2001

DBA Engineer of Systems, Rio de Janeiro, Brazil

Project: Implemented SAP Material Management module using ASAP methodology on four clients

Portal Developer and Designer

1996 – 1999

Bloch Som Imagem, Rio de Janeiro, Brazil

Project: Created the first portal in Brazil for one of the leading broadcasting companies, making available on the portal all 15 TV and Magazines products

Professional Skills

- Business Cases
- Business Analysis
- Business Requirements (Functional & Technical)
- AS-IS & TO-BE States
- Diagram Process Flows (swimlanes)
- Business Process Improvements (Streamline Process)
- Project Execution Plan
- Implementation Plan
- User Stories & Backlogs
- Use Cases
- Training & Documentation
- Mock Ups & Wireframes
- Solution Assessment and Validation (UAT, Defect & Issue Reporting)
- Application Support After Go-Live
- Relationship building
- Facilitation & Interviewing
- Problem Analysis
- Business Impact Assessment
- Business Solutions
- Design & Architecture
- Data Analysis, Conversion & Migration
- Reporting & Dashboards
- System Integration
- Project Management
- Content Management
- Records Management
- Resource Management
- Change Management
- Governance & Best Practices
- Waterfall & Agile Methodologies
- SDLC

Technical Skills

- **Microsoft Office Suite** Azure DevOps, Power BI, Power Apps, Flow/Power Automated, SharePoint (On Prem/Online), Forms, Office 365, Outlook, Word, Excel, PowerPoint,

- **ECM & CRM**
Access, Visio, Project, OneNote, Publisher, Skype, Teams, One Drive
SharePoint (2007/2010/2010/2013/2016/Online), InfoPath (2007/2010),
Livelink/Content Server, Salesforce (Sales Cloud/Service Cloud), Oracle
Eloqua Digital Marketing, Liferay, SaaS, PaaS, Cloud
- **Wireframes**
Balsamiq, Pencil
- **Web Editing & FTP**
SharePoint Designer, Notepad ++, Front Page, File Zilla, WS-FTP
- **Media & Graphics**
Photoshop, Illustrator, Adobe LifeCycle and Pro Forms, SnagIt, MoviePlus X6
- **SAP MM**
Master Data Records (Material, Service & Vendor), Purchasing, Contracts
- **Programming Languages**
DAX, HTML, CSS, XML, Java Scripts, VB, ASP, SQL
- **Other Programs**
Microsoft Team Foundation Server (TFS), Jira, Confluence, ServiceNow,
VMware, Citrix, Cisco, WebEx, UberConference, Jabber, Skype

Certificates, Education and Training

- **Salesforce Administrator Certificate**
 Salesforce, 2016 (in progress)
- **Background Check Certificate**
 Backcheck, 2016
- **Security Screening Certificate**
 Government of Canada, 2016
- **Scrum Master**
 Scrum.org, Canada, 2014
- **User Story Workshop**
 Quadrus Development, Canada, 2014
- **SharePoint 2010 Site Collection Administrator**
 MindSharp, Canada, 2013
- **SharePoint 2010 Power End User**
 MindSharp, Canada, 2013
- **SharePoint Practitioner**
 AIIM, USA, 2012
- **Supervisory Management Skills**
 Newalta, Canada, 2011
- **Business Analyst Certificate**
 Mount Royal University, Canada, 2010
- **Document Management Super User**
 Husky Energy, Canada, 2009
- **OpenText Livelink**
 Husky Energy, Canada, 2009
- **SAP R/3 SCM500 Process in Procurement**
 SAP Consulting, USA, 2007
- **Presentation Techniques**
 Adigo Consulting, Brazil, 2000
- **SAP R/3 “Academy” for MM Module (Materials Management)**
 SAP Consulting, Brazil, 1999
- **Bachelor’s in business**
 Catholic University of Rio de Janeiro, Brazil, 1999

Languages

- **English**
 Native or bilingual proficiency
- **Portuguese**
 Native or bilingual proficiency
- **Spanish**
 Elementary proficiency