

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

- Meet with managers and end users to analyze and interpret business needs to recommend and support the implementation of solutions that enable the medical educational department to achieve its goals
- Provide tier one technical support, analysis, configuration and change management support across all the initiatives
- Elicit and document business requirements and prepare gap analyses for initiatives as they arise
- Take the initiative to explore and document potential improvements to existing systems and processes
- 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

- Meet with managers and executives to understand what they want, identify what data sources contain that information so data model can be built, in order to create powerful reports/dashboards using visualizations, SQL queries and DAX expressions
- Configure from scratch a chatbot solution to improve customer experience by routing users to the proper queue and teach the support team on how to efficiently use it
- Gather requirements and convert them to user stories for the development team while providing business process improvements to the ordering process by review and streamlining some key points
- Work in conjunction to a third-party vendor to provide a migration plan to migrate files from the network drive into SharePoint online
- 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

- Act as a conduit between business and technical teams to obtain any clarification, translating questions and issues into business language for stakeholder input and decisions
- Facilitate and analyze stakeholder discussions at all stages of the project
- Establish a repeatable process to allow the cloud migration team to be extremely efficient by mapping the entire intake process on Visio and creating a few templates (i.e. presentations and requirement documents) that can be reused across projects
- Work with the project team to develop solution options and provide effort estimates

- Provide expertise in relation to the creation multiple Power BI Dashboards, a few Power Apps solutions and slide deck presentations for managers, program manager and the CTO
- 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

- Stood as liaison among business stakeholders such as managers, product owners and technical teams to identify and document business and technology requirements in addition to their impact across multiple projects and line of businesses (MyShaw.ca, ShawDirect.ca, MyShaw App, Community.Shaw.ca)
- Created detailed process flows showcasing different scenarios of interactions between Customer, Chatbot and Live Agent for the AI (artificial intelligence) Facebook Messenger implementation project, including the identification of dialog types, the most effective way to rendered them to the Customer, how to use feedback collection, escalation and sample content
- Performed analysis involving migration work of both user and content related information. As well, work required to integrate Shaw ID into Lithium to provide Shaw customers with a single-sign-on (SSO) experience
- Produced outstanding documentation such as Visio diagrams showing AS-IS and TO-BE, user stories and mock ups to support project activities
- Supported project team members and business in the analysis of tasks, issues, risks and schedule
- Facilitated requirements gathering sessions to understand business and technology changes
- Worked closely with SAs, Devs, QAs and external vendors to ensure the solution meets the business requirements
- 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

- Worked with business clients and technical teams on the design, development and implementation of business applications based on .NET technology
- Facilitated requirements gathering sessions to understand business and technology changes via workshop validation, including the preparation and distribution of slide decks and meeting minutes
- Created, analyzed and managed high quality documentation (meeting business, security, privacy and operational requirements) such as Visio diagrams showing AS-IS and TO-BE, user stories, business requirements, slide decks, meeting minutes, mock ups and business cases
- Worked closely with developers and QA to ensure the solution meets the business requirements
- Supported project team members and business in the analysis of tasks, issues, risks, schedule and change management activities
- Obtained sign-off on the deliverables from the appropriate program/project sponsors
- 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

- Met with stakeholders to discuss, document, review and ensure sign-off of the business requirements and functional specifications documents to implement a COST product
- Performed impact analysis on requested changes to requirements and functional specifications to ensure they align to the business goals
- Worked closely with Developers and QAs to ensure full understanding of the requirements and their business context
- Assisted creating test cases, coordinating and monitoring user acceptance testing
- Developed wireframes and mockups to help stakeholders, Developers and QAs to visualize the solution
- Collected and analyzed feedback from end users to create requirements for subsequent releases of the solution
- Executed change management activities to support the project
- Documented new business process using Visio and recommended improvements to existing ones
- Understood the business issues, challenges of the organization and how technology impacts the business to effectively analyze current state, identify problems, opportunities and propose solutions
- 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

- Migrated team sites and their content from SharePoint 2007/2010/2013 to SharePoint Online

- Helped designing a new architecture prior to migration to SharePoint 2013/Online focusing on navigation, document search ability to increase user adoption
- Provided software configuration (lists, libraries, pages, web parts, sites, templates, columns, views, document types, document sets, workflows and InfoPath forms), administration (managing permission, security, inheritance, metadata and approvals), training to drive adoption and day-to-day support
- Worked as liaison with business stakeholders such as VPs, Directors and Managers from various groups such Terminals and Pipelines, Corporate Planning and Development, IS, Marketing, Finance and Engineering to identify and document business and technology requirements on various project types
- Provided a range of BA deliverables such as impact assessments, business processes analysis, gap analysis, workflows documentation, business cases indicating estimations and costs, business and functional requirements gathering, test plans, use cases, training material, end user training/support
- Acted as a SME providing best practices and input to solutions developed to ensure a successful implementation and transition to support
- Supported business units with change management, end user system training and after go-live support
- Hands on configuring multiple solutions (team sites, project sites and committee sites)
- 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

- Provided day-to-day Salesforce support, training, administration (managing user setup, profiles and roles) and software configuration (customization of objects, fields, record types, page layouts, workflows, triggers, data validations, reports and dashboards)
- Worked collaboratively with IS and multiple groups within Marketing/Sales and Legal departments to successfully implement solutions based on Salesforce platform, SharePoint and Livelink
- Liaised with business stakeholders, project and technical teams to ensure the solution implemented met with business needs and complied with IT standards
- Responsible for project business process analysis and requirements gathering creating functional specifications through an understanding the business case, requirements and feedback elicited from SMEs and other managers
- Executed change management activities to support the project
- Documented business requirements, helped on the design, configuration training and support initiatives
- 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

- Migrated team sites and their content from SharePoint 2007 to SharePoint 2010
- Helped designing a new architecture prior to migration to SharePoint 2010 focusing on navigation, document search ability to increase user adoption

- Provided software configuration (lists, libraries, pages, web parts, sites, templates, columns, views, document types, document sets, workflows and InfoPath forms), administration (managing permission, security, inheritance, metadata and approvals), training to drive adoption and day-to-day support
- Worked as liaison between internal and external stakeholders to understand and document business needs and processes to successfully implement and integrate a COTS product to SharePoint
- Ensured team sites, corporate intranet, custom applications and other collaboration solutions in the SharePoint environment were properly deployed and/or upgraded to meet corporation needs
- Evaluated and selected third-party product, making sure that selected product met all the IS requirements and was in alignment with implementation and post implementation expectations
- Analyzed and assessed business needs and translated them to business requirement and design specifications, allowing technical staff to create team sites to effectively promote document collaboration among departments
- Supported groups affected by the projects with change management initiatives
- Worked as liaison between third party vendor, business areas and technology teams to ensure the business solution addressed business requirements, facilitating formal and informal discussions
- Implemented new processes, technology and organizational changes to support end-to-end solution
- Designed business process work flows in varying levels of detail
- Developed business requirements and procedures, implementation and communication plans, file upload strategy, use case scenarios, test scripts, training material and conducted end user training
- Assisted with the development of a data cleansing and migration strategies to manage more than 40K of existing drawings and x-ref files prior to being imported into the system
- 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

- Worked with stakeholders to define and develop a strategy to facilitate user adoption
- Provided day-to-day support, training, administration (managing multiple user setup, security, folder structure) and software configuration (creating categories, attributes and custom reports)
- Stakeholder for some of the key projects including: enhancing the current implementation of Livelink to support immediate project needs, hardware migration from current infrastructure to new infrastructure, implementation of a new security model and folder structure (i.e. corporate, multiple projects, operations and maintenance)
- Worked with the business to clean up legacy systems including the cleansing of existing data and the migration or archiving of legacy information
- Built, from scratch, new folder structure, categories and attributes, security configurations (managing user roles, groups and user accounts). Developed 3 new dynamic PDF request forms to better support departmental requirements and needs
- Developed and documented business, user, functional requirements, workflows, processes, designs, prototypes and communicated these to stakeholders
- Executed change management activities to support the project
- 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

- Provided day-to-day support, training, administration (managing multiple user setup, security, folder structure) and software configuration (creating categories, attributes and custom reports)
- Conducted full project development lifecycle (feasibility, planning, design, development, testing, implementation, and hand off) allowing HR department to migrate more than 10K documents to Livelink
- Helped HR department with change management responsibilities
- Developed and documented business, user, and functional requirements, workflows, processes, designs, prototypes, and communicated these to stakeholders
- Recommended solutions for processes after performing deep analysis based on departmental needs empowering managers to make better decisions
- Reviewed and redesigned the department's website structure (navigation) and revised its content
- 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

- Directed the efforts of the Master Data Management team and held frequent interactions with all functional groups
- Oversaw team productivity to achieve an effective workload balance while meeting department goals
- Managed team of coordinators and analysts to accurately and efficiently maintain SAP master data
- Ensured the team validated incoming requests for accuracy, completeness and compliance with data standards, while meeting customer service and audit requirements
- Ensured MDM is an active stakeholder and team member in appropriate cross-functional initiatives
- Developed a new request process and form using Adobe Acrobat saving 2 FTE's/year
- 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

- Provided day-to-day support, training, administration and software configuration including loading data using LSMW batch input into SAP
- Built strong customer relationships with IT members, consultants, end users, purchasing and inventory management groups assisting them in decisions on how to effectively use SAP
- Performed extraction, manipulation and business analysis of data from SAP (MM) by using existing reports and developing several queries
- Provided material and service master enhancements to all the 23 plants throughout Husky

- Created opportunity statement with several recommendations to improve quality and integrity of internal business processes. Prepared training materials and deployed training as required
- Assisted the procurement department and their users with change management activities
- Responsible for meeting with key stakeholders to understand their document management needs and for the development, configuration and maintenance of document library for my department and Intranet (using Livelink & MS FrontPage) so that all the employees could have access to the documentation, processes, workflows & request forms
- 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

- Performed detailed technical troubleshooting and problem analysis for customer's issues leading them through the resolution
- Mentored junior team members and facilitated the customer support process and methodology
- 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

- Demonstrated SPS system functionality to customers gathering business requirements and feedbacks
- Reviewed and redesigned processes/procedures, employee's responsibilities and relationship with clients, specifying everyone's role during the deployment process
- Managed the core piece of the application by documenting requirements and ongoing additions and modifications, managing budget discussions and approvals, reporting back to customers on scheduling making sure the deliverables were on track, developing documentation of enhancements, change requests, bug lists and providing status updates to clients up to final approvals
- 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

- Provided day-to-day Salesforce support, training, administration (managing user setup, profiles and roles) and software configuration (customization of objects, fields, record types, page layouts, workflows, triggers, data validations, reports and dashboards)
- Conducted process, workflow and business requirements walkthroughs with clients to understand their expectations, challenges and business needs prior to software implementation
- Executed change management activities to support the project

- Responsible for the implementation and configuration aspects of Salesforce and COTS product package (all the modules) according to the client needs
- Performed business acceptance tests including development and execution of test plans, coordination of testing effort and management of expected and actual results
- Developed all the training materials and delivered training sessions to end users prior to go-live
- Held periodic meetings with clients to measure their satisfaction and provided support after go-live
- Oversaw a staff of 7 people focusing on coaching and on deliverables while meeting with group goals
- 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

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| ■ Business Cases | ■ Training & Documentation | ■ Design & Architecture |
| ■ Business Analysis | ■ Mock Ups & Wireframes | ■ Data Analysis, Conversion & Migration |
| ■ Business Requirements (Functional & Technical) | ■ Solution Assessment and Validation (UAT, Defect & Issue Reporting) | ■ Reporting & Dashboards |
| ■ AS-IS & TO-BE States | ■ Application Support After Go-Live | ■ System Integration |
| ■ Diagram Process Flows (swimlanes) | ■ Relationship building | ■ Project Management |
| ■ Business Process Improvements (Streamline Process) | ■ Facilitation & Interviewing | ■ Content Management |
| ■ Project Execution Plan | ■ Problem Analysis | ■ Records Management |
| ■ Implementation Plan | ■ Business Impact Assessment | ■ Resource Management |
| ■ User Stories & Backlogs | ■ Business Solutions | ■ Change Management |
| ■ Use Cases | | ■ 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, Access, Visio, Project, OneNote, Publisher, Skype, Teams, One Drive |
| ■ ECM & CRM | SharePoint (2007/2010/2010/2013/2016/Online), InfoPath (2007/2010), Livelink/Content Server, Salesforce (Sales Cloud/Service Cloud), Oracle |

- Wireframes**
Eloqua Digital Marketing, Liferay, SaaS, PaaS, Cloud
- Web Editing & FTP**
Balsamiq, Pencil
- Media & Graphics**
SharePoint Designer, Notepad ++, Front Page, File Zilla, WS-FTP
- SAP MM**
Photoshop, Illustrator, Adobe LifeCycle and Pro Forms, SnagIt, MoviePlus X6
- Programming Languages**
Master Data Records (Material, Service & Vendor), Info Record, Purchasing (Requisitions, RFQs and Quotations, Purchase Orders, Outline Agreements), Invoice Verification, Good Receipt, Stock/Location Management, Materials Movements, Inventory Management, Reports and Analysis (LIS)
- Other Programs**
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