**ELIZABETH O. ADESANYA**

elizabeth.oadesanya@yahoo.com - 514-231-6360

<https://www.linkedin.com/in/elizabethsalesforce>businessanalyst

Motivated professional with over 5 years of experience in business process improvement,

business analysis, project coordination, and customer service experience in banking

**Core Competencies**

* Project Management and Business Analysis
* Analytical and problem-solving
* Client Service Delivery
* Proficient in grant writing
* Researching and Data Gathering
* Experienced in agile Software Development Life Cycle
* Effective Communication and Organizational Skills
* Good Time Management and Presentation Skills
* Proven interpersonal, team, collaboration, and stakeholder management skills.
* Business Process Analysis and Strategic Thinking
* Computer skills: Microsoft Office Suite, Power BI, SQL, Salesforce (CRM), and Collaboration tools such as Jira, Confluence, Trello, Monday.com, Lucid chart, and MS Visio with accurate keyboarding and data entry skills

**PROFESSIONAL EXPERIENCE**

**Project Coordinator** June 2023 to date

Africa Development Network, Ottawa, Ontario

* Coordinated project activities and managed the work plan which led to a 20% improvement in the completion of the project timeline
* Prepared and maintained project documentation such as project plans, meeting minutes, project budget, lessons learned, status reports, and grant proposals
* Conducted thorough research to identify available grants and successfully developed proposals that resulted in the acquisition of funding for our projects.

**Business Analyst**  May 2022 to May 2023

BlackTech Hub, Toronto, Ontario

* Engaged in requirements elicitation sessions with key stakeholders and meticulously documented their needs and expectations.
* Collaborated closely with the development team to create user stories, acceptance criteria, and test cases for the transition from a manual system to an automated one which led to a remarkable 20% increase in revenue
* Led change management initiatives by developing and executing transition plans, training programs, and support materials to ensure smooth adoption of new systems and processes.

**Salesforce Administrator**  Nov 2021 to Feb 2022

Incloud Business Solutions Montreal, Quebec

* Assisted the Financial Services Cloud team in migrating client data from a legacy system to a new CRM application, resulting in a more efficient and accurate data management process
* Created customized profiles, fields, and reports within Salesforce, enabling the team to make data-driven decisions and improve client engagement, leading to increased revenue

**Technical Support, Customer Advisor**  May 2021 to Nov 2021

Concentrix Technologies Limited, Montreal, Québec, Canada

* Resolved customer issues utilizing Salesforce application to document incidents, problems, and escalation management. This approach led to the development of lasting solutions and improved the overall customer experience.
* Achieved a remarkable 40% increase in service ticket resolution rate, effectively reducing customer wait times and elevating their satisfaction which boosted the quality rate by an impressive 90%

**Financial, Customer Service Advisor** Oct 2018 to April 2021

Alorica Inc., Montreal, Quebec

* Provided exceptional customer service experiences to both inbound and outbound clients, consistently addressing needs effectively which resulted in a 25% increase in overall customer satisfaction
* Enhanced revenue collection rates from 50% to a robust 75% and improved the quality rate to an outstanding 90%.

**Process Improvement Analyst/Project Lead** Jan 2003-April 2018

First Bank of Nigeria Limited, Lagos, Nigeria

* Collaborated with project teams to successfully implement a new Document Management System and Internet Banking application, resulting in a substantial revenue increase from 50% to 70%.
* Facilitated comprehensive product knowledge meetings with stakeholders across various departments, significantly boosting performance levels from 70% to an impressive 90%.
* Coordinated and led project meetings with both internal and external stakeholders, including project kick-offs, status updates, and closures, ensuring seamless communication and project alignment
* Conducted thorough analyses of existing processes, identified inefficiencies, and developed strategies to optimize workflows, enhancing operational efficiency and reducing costs.

**EDUCATION**

* **Professional Development Certificate in Business Analysis,** McGill University, Quebec, Canada - Nov 2022
* **Master of Business Administration (MBA) - International Business Management,** Lagos State University Nov. 2006
* **Bachelor’s Degree in Secretarial Administration,** Yaba College of Technology, Lagos State, Nigeria, Nov, 2001

**CERTIFICATIONS AND TRAINING**

* **Certified Project Management Professional (PMP) –** May 2023
* **Project Management Professional (PMP) training** organized by World Skills Employment Center, Jan-Mar 2023
* **Professional Scrum Master (PSM 1)** Certification, Scrum.Org, June 2022
* **Salesforce Certified Administrator SCA,** January 2022.

**VOLUNTEER**

**PMP Mentorship Coach**

World Skills Employment Centre  March-May,2024

* Guided Project Management Professionals through coaching and mentorship to obtain PMP Certification
* Facilitated connection and networking among newcomer PM professionals

**Assistant Workshop Facilitator**

Ottawa Community Immigrant Services Organization (OCISO) May-June, 2023

* Supported the Immigrant Women Mentoring Network (IWMN) and P2P sessions, facilitated and provided training on how to create digital resume, portfolio, and workplace communication in Canada