**ELIZABETH O. ADESANYA**

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

**JOB OBJECTIVE**

Business Vendor Analyst with.

**PROFILE**

* Proficient in managing backlog items and organizing daily scrum meeting
* Excellent ability to identify, negotiate and document requirements, break them into workable items, scope and prioritize based on business needs and resources availability - all in collaboration with project managers, department managers and clients
* 9 years experience working in a client facing environment as customer service specialist, business process analyst and relationship manager in the banking industry
* 2 years experience working with development team in an agile and waterfall environments
* Master of Business Administration with area of specialization in International Business Management
* Computer skills: Microsoft Office Suite, Salesforce (CRM) and Collaboration tools i.e Jira, Confluence, Trello, Lucidchart, MS Visio, Canvas, Mural with accurate keyboarding and data entry skills.

**AREAS OF EXPERTISE**

**Business Analysis**

* Collaborated with development team to create user stories, acceptance criteria and test cases which helped in moving from manual process to automating system and increasing revenue for my client
* Supported Product Owner to prioritize requirements in the product backlog, got involved in sprint planning, daily scrum, sprint retrospective and review
* Managed difficult situations and resolved conflicting priorities while working with stakeholders
* Identified creative solutions to improve business and operational processes

**Project Coordination**

* Cordinated the day-to-day activities of my department i.e scheduling meetings, preparing and processing correspondence as requested
* Assistted teams in my department with administrative tasks, organized and maintains the filing systems for the division
* Served as Liaison Officer between departments to ensure that correspondence were timely delivered which led to effective collaboration among internal stakeholders.

**PROFESSIONAL WORK HISTORY**

**Business Analyst** (contract)May 2022 till date

BlackTech Hub, Ontario, Canada

* Collaborated with development team to create user stories, acceptance criteria and test cases which helped in moving from manual process to automating system and increasing revenue for my client.
* Attended requirements elicitation sessions with stakeholders and also documented the requirements.

***Achievement:*** Increased revenue and improved customer satisfaction loyalty by 30%.

**Salesforce Administrator**  Nov 2021 to Feb 2022

Incloud Business Solutions Quebec, Canada

* Participated in requirements elicitation meeting and also provided support to the Financial Services Cloud team.
* Created profile, fields, page layouts and customized reports and dashboards.

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

Concentrix Technologies Limited, Quebec, Canada

* Resolved customer’s issues using Salesforce application to document cases and proffer lasting solution with positive feedback.
* Resolved 80 tickets per week at start, by the end of November the total processed tickets increased to 150.

***Achievement:*** Increased quality rate to 90%.

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

Alorica Inc., Quebec, Canada

* Provided exceptional customer service experience to inbound and outbound clients
* Negotiated payment plans and advised customers on alternative payment options.

***Achievement:*** Increased revenue collection from 50% to 75% and quality rate to 90%

**Team Lead, Customer Service** June 2013-April 2018

First Bank of Nigeria Limited

* Managed over 10,000 accounts and investments which in turn generated over $200,000 monthly deposits.
* Collaborated with business stakeholders during the migration from the old Internet Banking platform to the new solution.

***Achievement:*** Revenue generation of over $20,000 monthly from digital products and $200,000 income from deposits

**Business Process Analyst/Foreign Operations** Feb 2009-June 2013

First Bank of Nigeria Limited

* Participated in developing the business requirements documents for processing Money Transfer Payments such as Western Union, MoneyGram and Ria.
* Supported project team with the implementation of Bureau De Change new application and reduction of processing time.

***Achievement:*** Reduced complaints rating and also generated income of $30,000 from sales of forex monthly.

**Administrative Analyst** Jan 2003-Jan 2009

First Bank of Nigeria Limited

* Collaborated with key stakeholders in Treasury Department and Foreign Operations to organize meetings.
* Prepared Agenda, Minutes of meetings and reports.

***Achievement:*** Provided exceptional quality services to inter-departmental teams in a timely and efficient manner

**EDUCATION**

* **Professional Development Certificate in Business Analysis** 2021-2022

McGill University, Quebec, Canada

* **Master of Business Administration (MBA) - International Business Management** 2004 2006

Lagos State University (LASU) Nigeria

* **Bachelor Degree in Secretarial Administration** 1996-2001

Yaba College of Technology, Lagos State, Nigeria

**CERTIFICATIONS AND TRAINING**

* **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/INTERNSHIP**

**Project Lead**

Local Grown Salads August-Sept 2022

* Supported and worked collaboratively with Sales team in developing documentations for sales funnel that  
  helped promote and generate leads.

**Salesforce Administrator** March-May, 2022

Talent Stacker Salesforce Career Development Program

* Configured Salesforce Security, ongoing maintenance, structuring of roles, profiles, permission sets and sharing Settings for automated tracking system.