Anneliese Okwuosa-Grant

Business Systems Analyst

Minneapolis, MN · anneliese.okwuosagrant@example.com · (612) 555-0118 · LinkedIn

SUMMARY

Business systems analyst with 5 years supporting NetSuite and Salesforce for finance, operations and sales teams at companies of 400 to 900 people. Delivered 60+ enhancements from requirements to release, led testing for a 3-subsidiary ERP rollout, and uses SQL daily to trace data issues between systems.

EXPERIENCE

Business Systems Analyst — Northstar Outdoor Supply

Minneapolis, MN · Jan 2023 – Present

- Own requirements and configuration for NetSuite across finance and purchasing, delivering 35 enhancements in 2 years through a prioritized backlog.
- Redesigned invoice approval routing for 6 departments, cutting average approval time from 5 days to under 2.
- Led user acceptance testing for 3 new subsidiaries, writing 140 test cases and closing 38 defects before go-live.
- Wrote SQL checks between NetSuite and the warehouse system that catch about 20 sync errors a month before month-end close.

Systems Analyst, CRM — Bluewater Software Group

St. Paul, MN · Jun 2020 – Dec 2022

- Supported Salesforce for 120 sales and service users, resolving about 25 tickets a week and building 30 reports and dashboards.
- Gathered requirements and configured a new lead routing flow that cut unassigned leads from about 15% to under 2%.
- Wrote 12 user guides and ran 8 training sessions for a quote-to-cash process change.

SKILLS

Business analysis: Requirements gathering, process mapping (BPMN), user stories, acceptance criteria, backlog management

Systems: NetSuite (workflows, saved searches, roles), Salesforce (flows, reports, permission sets), Jira, Confluence

Data and testing: SQL, Excel, UAT planning, test scripts, defect tracking, data migration validation

Integration: REST API basics, Celigo, CSV imports, field mapping

CERTIFICATIONS

Salesforce Certified Administrator

NetSuite ERP Consultant

EDUCATION

B.S. Information Systems, St. Cloud State University, 2020

Fictional example by FindAJobAI: the person, employers and numbers are invented.