Alexandra Peters

BUSINESS ANALYST - Agile Methodology, Dynamics 365 (CRM/ERP) & Data Modelling

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SKILLS

- **Agile Frameworks**: Agile Methodology, Scrum Framework, User Stories, Wireframing, Traceability Matrix.
- **CRM/ERP Systems**: CRM/ERP, Microsoft 365, Azure Infrastructure Stack, ServiceNow, Cloud Services
- **Data Modelling**: SQL Scripting, Data Visualization, Google Cloud Platform, Business Intelligence Reporting.
- **Programming & Automation**: JavaScript Object Notation (JSON), API Integration, Process Automation.
- **Project Management & Compliance**: Stakeholder Management, Risk Management, project Assessment.

WORK EXPERIENCE

Business Analyst　　　　　　　　　　　　　　　　　　**November 2023 – December 2024**
Bell　　　　　　　　　　　　　　　　　　　　　　　　　　　　*Canada*
- Facilitated stakeholder workshops to gather requirements, translate business needs into technical specifications, and ensure alignment with organizational goals, which led to a 20% increase in project completion efficiency.
- Implemented enhancements to Dynamics 365 ERP by configuring workflows, automating manual processes, and optimizing user interfaces, which contributed to a 25% reduction in operational redundancies and metrics.
- Orchestrated the migration of critical business data across systems, employing advanced mapping techniques and validation processes to minimize data loss and achieve an operational downtime of less than 1%.

Project Manager / Business Analyst (Intern)　　　　　**October 2024 – December 2024**
Fairly AI　　　　　　　　　　　　　　　　　　　　　　　　　　*Canada*
- Analyzed the development and deployment of AI solutions, focusing on ethical AI compliance, while conducting risk assessments and ensuring a 30% improvement in operational efficiency through tailored project roadmaps.
- Directed Agile workflows, including sprint planning, backlog grooming, and daily stand-ups, to align deliverables with stakeholder expectations, resulting in 100% adherence to project milestones and improved communication.
- Designed a strategic framework for scaling AI applications, including predictive analytics and machine learning models, ensuring seamless integration with existing enterprise systems and achieving a 15% increase in system performance.

Business Analyst　　　　　　　　　　　　　　　　　　　**October 2019 – May 2023**
NHS　　　　　　　　　　　　　　　　　　　　　　　　*United Kingdom*
- Collaborated with cross-functional teams to develop detailed business requirements, translating user needs into actionable specifications, which resulted in streamlined processes and a 15% reduction in system errors.
- Conducted comprehensive data analysis to identify inefficiencies and recommend process improvements, enabling healthcare providers to improve patient service delivery by 40%, reducing wait times and operational bottlenecks.
- Coordinated and assessed with stakeholders across cross departments to implement system upgrades, ensuring alignment with organizational goals and achieving a 20% improvement in resource utilization and metrics.

Junior Business Analyst　　　　　　　　　　　　　　　　**October 2019 – May 2023**
Elev8 Marketing　　　　　　　　　　　　　　　　　　　　　　*Nigeria*
- Generated detailed sales performance reports by leveraging advanced analytics, enabling data-driven decision making and driving a 12% increase in annual revenue rate through targeted marketing strategies and techniques.
- Partnered with quality assurance teams to develop business analytics, testing procedures, identifying and resolving critical software defects, leading to a 20% improvement in application reliability and customer satisfaction.
- Improved purchasing algorithms by implementing predictive analysis techniques, reducing inventory costs by up to 18% while maintaining optimal stock levels and streamlining vendor management processes in businesses.

Entry-Level Business Analyst　　　　　　　　　　　　　**January 2014 – March 2018**
LongerLife Health Care　　　　　　　　　　　　　　　　　　　*Nigeria*
- Conducted comprehensive requirement analysis by collaborating with stakeholders, utilizing flowcharts to deliver detailed documentation, and reducing development cycle times by 15% while maintaining quality standards.
- Supervised regression testing cycles by integrating test case automation, defect tracking, data mapping, and root cause analysis, enhancing product validation accuracy by 22% and decreasing post deployment issues by 30%.
- Optimized workflows by applying predictive analytics, vendor performance evaluation, cost modeling, and inventory forecasting, achieving a 16% reduction in supplier costs without compromising resource availability.

EDUCATION

Postgraduate Diploma in Business Analysis & Project Management　　**October 2023 – October 2024**
Canadian College of Business Science and Technology, Ontario

Bachelor of Arts in Business Management　　　　　　　**September 2005 – July 2010**
University of Lagos, Nigeria

CERTIFICATIONS

- Certified Scrum Master (CSM) – Scrum Alliance, Safe 5.0 Scrum Master (SSM) – Scaled Agile Inc.
- Project Management Professional – PMI, Professional Scrum Master (PSM)
- Microsoft 365 Fundamentals (MS-900), Microsoft Administration
- MB-910: Dynamics 365 Fundamentals (CRM), MB-920: Dynamics 365 Fundamentals (ERP)
- CompTIA A+ Certification (220-1002), CompTIA A Certification (220-1001)