

Ebony Thomas

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Experience Salesforce Business Analyst and Professional Scrum Master with experience in leading projects and providing consultative support to clients. Adept at overseeing multiple projects performing various roles of Project Manager, Scrum Master, or Administrator while leading project teams to align with Scrum framework including ceremonies and artifact creation.

Professional Experience

The Aerospace Corporation

current

Business Analyst - Total Rewards, Workday

- Support the strategic initiatives for the Total Rewards Center of Excellence (COE), which includes Compensation, Retirement Benefits, and Health and Welfare Benefits.
- Manage the Total Rewards systems including Workday, Total Rewards Portals, integrations, and the alignment of non-system communications; create and maintain custom integrations using Enterprise Interface Builder (EIB).
- Work directly with HR leadership, HR team and stakeholders to understand challenges and opportunities, identify system improvements and process efficiencies, along with recommend and implement solutions.
- Provide technical and functional expertise with the scope of work including configuration, report development, maintaining data integrity and delivering new features and enhancements in Workday.
- Partner with People Operations and other business leaders to meet evolving business requirements and lead enhancement opportunities, gather requirements, design, develop and implement system solutions improving the employee experience.
- Coordinate all Total Rewards communication materials including Total Rewards Portal, open enrollment, benefits offerings, and materials on the Total Rewards intranet site
- Manage current and future enhancements of the compensation workflow and processes within Workday and the integrations with other HR specialty groups including recruiting, performance management, and talent management.
- Build dashboards and reports as well as work with the compensation group to convert ambiguous messy data into tangible actionable results to influence business decisions and for efficient analysis of jobs, external market data as well as internal compensation program management.
- Maintain and run periodic as well as ad-hoc reports on compensation-related data from Workday. Conduct regular audits to ensure the accuracy of the data.
- Provide analytical support in the analysis of job descriptions, conducting evaluation and leveling of jobs, market pricing, FLSA classifications, and pay recommendations.

Robert Half Technology

02/2019 – 08/2019

Salesforce Business Analyst - Brighthouse Financial, a division of MetLife

- Managed 120 existing Business Requests and implemented new Business Request process for Salesforce CRM throughout the organization.
- Created and maintained Business Objects reports for multiple business units and leadership related to Net Promoter Scores, Time Tracking, Service Order analysis, and ServiceNow ticket creation/aging.
- Used the Service Enhancement Delivery Model (SEDM) to prioritize scope of work and ensure optimal level of service to the largest range of customers through efficient use of technology solutions.
- Worked with stakeholders to identify and understand requirements and work closely with the sales department to understand needs and to turn business problems into analytical projects.
- Conducted and assisted with requirements gathering, user story creation, User Acceptance Testing, Black box testing, Unit Test Planning and Solution Verification within Development and Quality environments.
- Collaborated with Jr business analysts and business contacts to review and analyze requirements and create business requirements documents, functional requirements documents, as-is diagrams, to-be diagrams, UAT scripts, etc. in a fast paced environment.
- Extensive hands-on administration and configuration of Salesforce.com and Five9, including but not limited to, workflows, reports, page layouts, chatter, custom objects, user groups, permissions, data migration, data management, security control, apps, dashboards and platform customization.
- Troubleshoot technical areas like integrations to other systems and other applications within the ecosystem.
- Partnered with IT colleagues in a collaborative system for cross functional review/design and proactive communication.

Alpine Access (dba Sykes, Inc)

01/2017– 11/2018

Salesforce Business Analyst– Egencia, an Expedia Company

- Worked in a client-facing role, defining business requirements and liaising with the development team.
- Assisted with internal initiatives to analyze future trends and enhance client delivery Salesforce Administration and Training.
- Conducted anywhere from 1 to 4 training sessions per week with up to 5 users per session, increasing the user adoption from 27% to almost 71% (70.7%).
- Participated in Discovery and Joint Application Development sessions and helped to define the acceptance criteria.
- Assisted in documenting user stories and with communicating any questions or clarifications with the stakeholders.

- Partnered with the development team in the design, testing and deployment of application to ensure the solution meets the agreed upon business requirements while creatively leveraging standard capabilities where appropriate.
- Provided troubleshooting and resolution of day-to-day issues, and root cause analysis of sustaining issues, following the change management support process.
- Planned and executed project work deliverables, oversaw project teams to ensure milestones and deliverables were met and assisted management with business development strategies and project proposals.

PeopleScout RPO

05/2015 – 12/2016

Business Analyst – Rhinehart Food Service

- Created and manage new profiles, users, public groups, sharing rules, and permission sets.
- Created custom objects, fields, field dependencies, custom list views, and page layouts.
- Implemented and designed picklist values, validation rules, workflow rules, email templates, and auto responses.
- Implemented reports and dashboards to provide visibility for management and executive team.
- Gathered project requirements from stakeholders for configuration, conduct UAT and end user training.
- Positioned as a liaison between Business Development Teams and Project Management to deliver technical enterprise deliverables for ServiceNow and Salesforce.
- Delivered business solutions by translating business requirements to technical requirements while ensuring high levels of performance, usability, reliability and scalability.
- Created and executed feature test cases to validate that the system meets functional and non-functional requirements.
- Participated in Joint Application Design (JAD) sessions and Backlog Grooming sessions as part of an Agile environment.

Kyyba

08/2014 – 05/2015

Jr Salesforce Business Analyst – The Home Depot Corporate

- Served as project coordinator for monthly releases for The Home Depot Corporate office, working closely across multiple business units including cross functional resources, internal users, and 3rd party implementation specialist.
- Implemented new case processes for corporate cases intake using Email-to-Case.
- Partnered with solution architects and developers to implement a solution design compliant with the data architecture and standards of the company.
- Managed the solution (processes, data, applications, business controls, roles, and metrics) through appropriate change management processes and tools.
- Implemented different report types to meet specific business needs and worked client engagement teams to perform IT assessments, improve business processes, define technology roadmaps, and manage software implementation projects.
- Created custom and standard objects, workflows, flows, validation rules, reports, Process Builder, change management, page layouts.
- Wrote use cases surrounding how a new object will work or how an internal staff member will navigate through a series of objects to perform a given task as well as how outside users will navigate through the various windows of an external portal.

Meeting Expectations, Inc, Atlanta, GA

01/2014 – 07/2014

Junior Business Analyst– Application Systems Analyst

- Developed and managed timeline and budget/expenses; obtained and aligned resources to key project roles; established clearly defined responsibilities and accountabilities.
- Oversaw, managed, and led project execution, integration and implementation of IPReg.
- Handled Risk Management and Mitigation Planning as well as Readiness/Change Adoption/Stakeholder Management and Quality Assurance to ensure that all applicable change requirements were satisfied.
- Acted as the primary point of contact and integration for the project following the Systems Development Life Cycle (SDLC) process to implement Business requirements suggested by leadership.
- Participated in the development, management, and deployment of broadcast (mass) email campaigns using mail platforms, such as WhatCounts, MailChimp, SilverPOP, etc., and with marking up HTML for email.

Randstad Technologies, Alpharetta, GA

10/2012 - 01/2014

Senior Remote Help Desk Analyst

- Led Help Desk team of 6 in performance of work assignments, providing advanced level, remote computer hardware and software support for Popeye's, WorldStrides, Atlantic Aviation and Harris Williams & Company.
- Worked side-by-side with Adcap Cisco Engineers for voice support assistance.
- Responded to requests for technical assistance via phone and electronic mail.
- Created distribution lists, email accounts via Exchange, as well as active directory network credentials.
- Diagnosed and resolved technical hardware and software issues.

Remote VOIP Administrator

- Processed Move/add/change requests, set up accounts for voicemail, conferencing, call center and E911.

- Administered and maintained Cisco Unified Communications system including documentation of the UCCE environment and operational procedures.
- Troubleshoot phone system issues directly with users to resolve reported trouble in order to minimize downtime.
- Monitored complex repairs and interfaces with telephone technicians, foremen, and vendors to expedite repairs.
- Acted as liaison top high-ranking personnel in providing status on major telephony outages and escalating problems to appropriate vendor management for resolution.
- Responsible for the handling of extremely complex and/or critical voice outages to ensure telephony failures are resolved expeditiously.
- Assisted in training of staff in first line problem determination for voice related outages.

KForce, Inc | The Home Depot Corporate Office, Atlanta, GA

07/2012 - 10/2012

Associate Systems Analyst / UX Provisioning

- Served as 2nd point of contact for store support of all applications, hardware and front & back end systems.
- Worked directly with store associates to resolve technical system and hardware issues.
- Monitored and supported end-user hardware and software applications.
- Provided Routine support procedures are typically followed to address end-user requests.
- Served as advanced level of troubleshooting support for the IT Operations team.
- Investigated, diagnosed, and took prescribed actions on all operational events, alarms and incidents escalated from level 1 support techs based on mean time to recover service levels and incident severity.
- Participated in business impacting incidents and problem management (high number of repeat incidents) activities with the main goal of assisting in the diagnostics of the error logs in order to recover services.
- Developed, implemented and operated all network/system infrastructure and procedures; Performed scheduled Preventive maintenance such as file system cleanup, rack realignment, support tools client upgrades, backup job failure remediation.
- Manually created all new user accounts in active Directory and MS Exchange including LDAP connections and giving permissions in RACF.
- Used RACF, Active Directory, MS Exchange, LDAP, Linux, AS400, PowerShell.

Apple, Inc, Cupertino, CA

11/2010 – 05/2012

Remote Technical Support Team Lead/At-home Advisor II

- Responsible for leading and inspiring a team of 12 advisors.
- Provided regular feedback, identify coaching opportunities and manage the team's progress.
- Created and implemented support to all customers' queries, assessed team performance, and redefined customer services with the support of management
- Ensured the team delivered great service, met Service Level Agreements and managed incident restoration.
- Assisted and guided Technicians wherever possible to complete their tasks and responsibilities effectively, took into account priority, severity and impact when responding to customer issues.
- Provided technical assistance to the team in a side-by-side leadership role.

Freelance Experience:

EMT Groupe, LLC

01/2007 – current

Principal Consultant – Sales, Customer Success

- Consult with clients via face to face, video conference or by phone to see what's affecting their credit, career growth or small business growth.
- Assess any debts owed, ask about current income and expenses and advise the client on various strategies to improve their financial health.
- Help clients evaluate their abilities/interests, overcome challenges/obstacles, and develop necessary skills to move into a new role.
- Meet with clients, evaluate the current status of their small businesses, observe business operations, provide suggestions, and assist with Salesforce Essentials implementation as well as coach business owners on how they can improve their operations.
- Support clients in pre-sales activities, acting as the Salesforce SME, performing demos, answering questions, and participating in pre-sales discovery to ensure a complete understanding of the client's needs.
- Design and implement successful career, credit and business solutions to various clients nationwide by developing relationships that promote retention and loyalty, ensure satisfaction with the services received and to improve upon areas of dissatisfaction.
- Anticipate and mitigate risk as it pertains to credit and financial health or growth of small business.
- Manage contacts, leads, and opportunities via Salesforce Sales cloud.
- Manage customer expectations, gather requirements, increase customer confidence and consistently deliver effective solutions.
- Manage solution delivery, troubleshoot and resolve issues, as well as prioritize and escalate customer issues or any issues that arise via Service Cloud and communicate with clients via Communities.
- Build solutions that are scalable and maintainable even after business consulting and managing contract has ended.
- Set up change management practices to ensure long-term solution success.

Education:

Master of Science, Criminal Justice Studies & Legal Studies, Grand Canyon University, December 2012

Bachelor of Arts, Criminal Justice | Minor: Political Science, Univ. of North FL, July 2010

Associate of Science, Help Desk/Technical Support, Tallahassee Community College, December 2003

Professional Development:

Salesforce Business Analyst Training

The Complete ServiceNow System Administrator Course

ServiceNow 201 Development

ServiceNow Administration

The Complete Guide to Service Portal in ServiceNow

Cisco Networking Associate (CCNA) Course

Certifications:

Certified ServiceNow Administrator, *In Progress*

Certified Salesforce Administrator

Certified Scrum Professional (CSP)

Microsoft Certified Professional (Expired)

Apple Certified Help Desk Analyst (Expired)

CompTia A+ (Expired)

ExpertRating Help Desk Associate

Technical Grid:**OPERATING SYSTEMS/MAINFRAMES:**

Windows XP/Vista/7/8/8.1, MAC OS (9.0 to 10.8), Linux/Unix (Hummingbird & Passport), AS/400, RACF, Citrix application virtualization 4.0 - 6.5, VMWare, Windows Server 2008 & 2012, Microsoft Terminal Services, Citrix XenApp, ConnectWise

SOFTWARE AND WEB-BASED APPLICATIONS:

MS Office, MS Lync, Jitsi, Office365, EDI, Lotus Notes 7&8, Siebel, SAP, Certegy, Oracle, Agile, PeopleSoft, Taleo, Onboarding and Toolkit, WebEx, WebPro, QicTic, SView, GoToMyPC, GoToAssist, RDC, VNC, iLog, iTunes, CCA, Certain Registration, eTouches, MemberSuite, YourMembership, Cvent IPReg, WhatCounts, MailChimp, SilverPOP, Joomla

HARDWARE:

Installation and maintenance of hard Drives, NIC Cards, RAM, Floppy Drives for both PC and MAC, desktop and laptop; SCSI, RAID 0, 1 & 5, IBM server, SATA hard drives, MS Server 2003 & 2008, RSA Keyfob

TELECOMMUNICATIONS:

Avaya, Cisco, Nortel and Siemens IP Phone, extensive knowledge of VoIP service, Grandstream VoIP adapter, Knowledge of Voice Gateways, Cisco SIP Proxies, running call traces on a1 and a2 servers, Cisco Call Manager 8.x, Cisco Unity 8.x, Nortel Call Manager, DID, Mitel Call Manager, MobileIron, Blackberry BAS & BES, Mobile Device Management

WIRELESS TECHNOLOGY:

Mobile phones: iPhone, iPad, iPod, Blackberry, Palm Treo, Motorola; Wireless OS: iOS, Blackberry RIM, Android

TICKETING SYSTEMS:

SAFE 3.0, Vantage, Vantive, Remedy, Kaseya VSA, SVP, APT Ticketing System, ACSR, Retain and ManageNow ticket system, ServiceNow, Service Center, Service Manager, JIRA/Spaces

NETWORKING FUNDAMENTALS:

Windows AD & Group Policy, LDAP, Citrix, VPN, MS Exchange, Microsoft System Center Configuration Manager – SCCM, SQL Server Reporting Services (SSRS), TCP/IP and addressing schemes, DHCP, DNS, knowledge of LAN/WAN settings, basic understanding of cable and Internet networks, associated headend or hubsite equipment and switch operations

BUSINESS ANALYST SKILL SET:

Requirements Gathering & Analysis, Technology Implementations, Agile Framework. Evaluation and Planning, Business Process Improvement, Business Analysis, Sustainment Activities, Configuration Management, SDLC, SFDC, Data Analytics, SAAS Solutions

Ebony Thomas

- Atlanta, GA, USA

Contact Information

- cr5-2sq-u3r@mail.dice.com (Preferred)
- 3055209118 (Preferred)

Work History

Total Work Experience: 7 years

- **Business Analyst - Total Rewards, Workday | The Aerospace Corporation**
Sep 01, 2020 - No End Date | Chantilly VA United States
- **Salesforce Business Analyst | VariQ**
Mar 01, 2020 - Sep 01, 2020 | Rockville MD United States
- **Salesforce Business Analyst | Robert Half Technology**
Feb 01, 2019 - Aug 01, 2019
- **Salesforce Business Analyst/Project Lead | Alpine Access**
Jan 01, 2017 - Nov 01, 2018
- **Business Analyst | PeopleScout RPO**
May 01, 2015 - Dec 01, 2016
- **Jr Salesforce Business Analyst | Kyyba, Inc**
Aug 01, 2014 - May 01, 2015
- **Jr Business Analyst | Meeting Expectations**
Jan 01, 2014 - Jul 01, 2014

Education

- **Masters**, No Dates Provided | grand canyon university

Skills

- **project management** | 18yrs | 2021
- **acceptance testing** | 10yrs | 2021
- **business analysis** | 10yrs | 2021
- **data analysis** | 10yrs | 2021
- **requirements analysis** | 10yrs | 2021
- **requirements management** | 10yrs | 2021
- **uml** | 10yrs | 2021
- **use cases** | 10yrs | 2021
- **business requirements** | 27yrs | 2020
- **consulting** | 20yrs | 2020
- **training** | 14yrs | 2020
- **compliance** | 12yrs | 2020
- **scheduling** | 12yrs | 2020
- **policies** | 12yrs | 2020
- **salesforce.com** | 13yrs | 2019
- **business development** | 14yrs | 2018
- **strategy** | 10yrs | 2018
- **account management** | 8yrs | 2009
- **networking** | 8yrs | 2009
- **proposal management** | 8yrs | 2009
- **sales** | 8yrs | 2009
- **sales strategy**

Work Preferences

- Likely to Switch: Most Likely
- Willing to Relocate: Yes
- Travel Preference: Up to 100%
- Preferred Location:
 - Washington, DC, USA
 - Charlotte, NC, USA
 - Los Angeles, CA, USA
- Work Authorization:
 - US
- Work Documents:
 - US Citizenship

- Desired Hourly Rate: 42+ (USD)
- Desired Salary: 85000+ (USD)
- Security Clearance: No
- Third Party: No
- Employment Type:
 - Contract - W2
 - Contract to Hire - Independent
 - Full-time
 - Contract to Hire - W2
 - Contract - Independent

Profile Sources

- Twitter: <https://twitter.com/iamebonythomas>
- LinkedIn: <http://www.linkedin.com/in/ebonymthomas>
- Dice:
<https://www.dice.com/employer/talent/profile/6550f22db25d76a3b935fb72628409a4c1264343>