Saria Gassouma

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SUMMARY

Highly analytical and process oriented Salesforce professional with exceptional communication, leadership and time management skills supported by Salesforce Administrator Certification and Project Management Professional PMP certification. My aspiration is to fill a Salesforce Administrator/Business Analyst role in your organization to add value to your team and help the organization deliver outstanding user support through efficient business practices, agile project management, well rounded requirement elicitation and user stories practices, clear and effective reports and dashboards, meticulous documentation and accurately cleaned data. With my enthusiasm, eagerness to learn positivity and my ability to thrive and grow I will certainly be a valued member of your organization's effective team.

SKILLS & Tools

- Microsoft office: Visio, Project, Excel, PowerPoint, Word, Outlook, Teams
- Salesforce: Classic/Lightening
- SharePoin

- Agile: Scrum, Sprint
- Waterfall
- Accurate documentation
- Stakeholders management
- ServiceNow
- Software Development Life Cycle (SDLC)
- Atlassian: Trello, JIRA
- SOQL (basics)

- Communication
- Time Management
- Multi-Tasking
- Customer Service
- Problem solving
- Team work
- Multilingual: English, Arabic, French

Employment History

IT is Fantastic, Boca Raton, FL   May. 2022 – Present
Salesforce Business Analyst/Administrator
Roles and Responsibilities:

- Organized, planned and led meetings with stakeholders to elicit technical requirements.
- Conducted brainstorming sessions with developers and concerned stakeholders to get them on board during the requirement analysis stage.
- Identified business requirements and communicated requirements to technical team, documented requirements in Epics and User Stories utilizing JIRA, while clearly pinpointing the Who, What and Why.
- Identified clear, achievable and testable Acceptance Criteria,
- Participated in all stages of SDLC, collaborated with QA team in UATs to transform requirements into QA testing in Sandbox environment and then release from Sandbox to production.
- Created business process workflow diagrams and documents,
- Suggested business process improvements, assist engineers and business analysts apply common best practices aiming at creating effective conceptual business models,
- Performed GAP Analysis and Impact Analysis for all business requirements
- Facilitated collaboration between different stakeholders
- Conducted sound and meticulous documentation
- Gathered lessons learned to identify root causes of problems
- Created training material and provided training to business users online through Powerpoint presentations and face to face.
- Encouraged Salesforce adoption.

- Performed general system administrator activities such as customizing objects, fields, record

types, page layouts, validation rules, workflows, process builders, permissions, profile, and public groups,
- Created incident and change requests in ServiceNow, providing support to a team of 300+ users.
- Developed, managed, maintained and customized page layouts vis-a-vis user roles, custom fields, reports and dashboards,
- Created and maintained profiles, roles and record types while configuring the permissions based on organization hierarchy requirements,
- Implemented custom objects, picklists, formula fields, field dependencies, master detail and lookup relationships and tabs,
- Developed custom tabs, approval processes, Auto-response, to automate business logic,
- Maintained user accounts,
- Created reports and dashboards,
- Utilized data import wizard and data loader to import data such as accounts, campaigns, cases and leads from multiple data sources into Salesforce,

Landell Mills International LTD. Khartoum, Sudan   June 2021 – June 2022
Project Coordinator/Business Analyst
Background:
The "Support to the Center of Government" project is a € 6 M European Union funded project executed by Landell Mills. The objective of the project is to contribute to the democratic transition in Sudan by reinforcing the Prime Minister's Executive Office (PMEO) to achieve the top priorities of peace, economic recovery, transition to civilian democracy and inclusive, accountable, and responsive governance systems set by the government.
Roles and Responsibilities:
- Resolved conflicts related to different stakeholders' expectations while efficiently identifying requests, needs and requirements. Communicating limitations and scope to relevant stakeholders,
- Coordinated the overall strategic planning, implementation and direction of the project. Gathered requirements and transformed them into a clear BRD,
- Managed stakeholders such as project teams, beneficiaries, and donors for the successful execution of contracts,
- Assisted the European Union Delegation and prime minister executive office with the preparation of precise documentation through providing reliable and accurate set of information and facts to enable proper project management,
- Responded independently to multiple complex assignments in relation to different governmental stakeholders in a challenging environment,
- Prepared contracts, controlled budgets, issued financial reports, and invoices, including liaison with HQ in UK and Ireland,
- Managed the procurement of equipment and services,
- Prepared six-monthly reports and invoice on the contract's progress,
- Organized events related to EU visibility and communication,
- Prepared and materialized capacity building plans.

IT is Fantastic, Boca Raton, FL   May. 2020 – May. 2021
Salesforce Administrator/Analyst
Roles and Responsibilities:
- Worked as salesforce Administrator supporting a global salesforce team of 300+
- Performed general system administrator activities such as customizing objects, fields, record types, page layouts, validation rules, workflows, process builders, permissions, profile, and public groups,
- elicited technical requirements, identified business needs and communicated requirements to technical team,
- Developed, managed, maintained and customized page layouts vis-a-vis user roles, custom

fields, reports and dashboards,

- Created and maintained profiles, roles and record types while configuring the permissions based on organization hierarchy requirements,
- Implemented custom objects, picklists, formula fields, field dependencies, master detail and lookup relationships and tabs,
- Developed custom tabs, approval processes, Auto-response, to automate business logic,
- Maintained user accounts,
- Created reports and dashboards,
- Utilized data import wizard and data loader to import data such as accounts, campaigns, cases and leads from multiple data sources into Salesforce,
- Provided training to business users,
- Created incident and change requests in ServiceNow
- Facilitated collaboration between different stakeholders
- Created training material and provided training to business users online through Powerpoint presentations and face to face.
- Encouraged Salesforce adoption.

IT is Fantastic, Boca Raton, FL   June. 2018 – Dec. 2019
Salesforce Administrator - Internship
Roles and Responsibilities:

- Worked as an intern Salesforce Administrator
- Performed general system administrator activities such as customizing objects, fields, record types, page layouts, validation rules, workflows, process builders, permissions, profile, and public groups,
- Developed, managed, maintained and customized page layouts
- Created and maintained profiles, roles and record types
- Implemented custom objects, picklists, master detail and lookup relationships and tabs,
- Developed custom tabs, approval processes, Auto-response
- Maintained user accounts,
- Created reports and dashboards,

Kirkwood Community College, Iowa City, IA   July 2016 – May 2018
Sr. Student Support Specialist
Roles and Responsibilities:

- Provided efficient costumer service to students through call center and in-person appointments,
- Managed financial aid through the college's system "Ellucian Colleague" including initiation, verification, and award,
- Provided orientation for admitted students together with college readiness sessions and cultural awareness to improve success,
- Facilitated students' obstacles be it social, medical, cultural or financial,
- Administered student loans including timely reporting of status to Ministry of Higher Education,
- Maintained solid relationship with the Dean of Students' office, career services and other departments engaged with immigrant students to ensure academic success.

Asawer Oil and Gas Co, Khartoum, Sudan   Oct. 2010 – Feb.2016
(Subsidiary of Sudapet)
Sr. Business Analyst
Roles and Responsibilities:

- Coordinated clients' meetings, gathered projects requirements and transformed information into BRD using waterfall approach
- Led organization's KPI identification

- Conducted SWOT analysis and provided proper analysis to both internal and external environments
- Studied market needs to identify new opportunities
- Managed agreements, MOUs, Consortiums and JVs.
- Gathered and validated streamline reports
- Identified, tracked, and reported Lessons Learned to be utilized in enhancing internal processes and suggesting areas for improvement,
- Analyzed partners' catalogues and portfolios so as to propose the
- competitive partner to the proposed solution
- Gathered customer satisfaction surveys and applied comments
- Managed company promotion materials e.g. Profile, Website, Giveaways
- Organized and managed events: Business Development Exhibitions.

EDUCATION

Indiana University Bloomington
Master of Public Administration (MPA) Candidate 2022 – 2024

University of Khartoum
Master of Business Administration (MBA) 2007-2009

University of Khartoum – Sudan
Bachelors of Arts, Major Languages English and French 1995 to 2001

Certification

Salesforce Administrator Certified
Credential ID: 2675308

Project Management Professional Certified, PMP®
Credential No. 1409353