

Dolapo Adebola-Wilson

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SUMMARY

IT Product Owner / Product Manager skilled in identifying, analyzing and prioritizing new features by working with business units and development teams to understand customer needs and define solution options. Collaborates with enterprise users and stakeholders of the system to collect requirements. Participates in retrospectives to support high-performance teams. Adept at engaging with business partners to validate functionality for deployment into production.

CERTIFICATIONS

Salesforce Admin 201

sAFE Scrum Master

sAFE Product Owner/ Product Manager

May 2018 – Administered by *Kryterion*

March 2021 – Administered by *Scaled Agile, Inc*

March 2021 – Administered by *Scaled Agile, Inc*

SKILLS & TECHNICAL PROFICIENCIES

Microsoft Office: Word, Excel, Power Point, Publisher, PowerPoint, Visio, SAS Visual Analytics, Tableau, SAP, SharePoint

Salesforce: SAAS Sales Cloud, Service Cloud, JIRA, Kanban Agile, Scrum, Waterfall, SQL, SOQL, Blueprint.

Adobe: Lightroom, Photoshop, Premiere Pro. **HTML.**

Language Skills: Fluent English. Conversational Yoruba, skilled in written Yoruba. Beginner level French.

WORK EXPERIENCE

Bank of America – Signature Consultants

IT Business Analyst V/ Associate Product Owner/ Product Manager

September 2019 – Present

- Participate in daily Agile Scrum meetings and provide clarification on user stories and product backlog to the team.
- Write user stories in Dev Ops Tool, perform testing, create and maintain backlogs and sprint reports; lead three scrum teams to ensure traceability between requirements to features to our team.
- Collaborate with business stakeholders to gather requirements for product backlog by interviewing SMEs, development, and testing teams on implementation of Credit Center.
- Worked in the software maintenance structure of the wholesale credit application platform that automated underwriting, monitoring and fulfillment of a loan application; managed application using nCino.
- Partnered with four scrum teams in supporting Agile Scrum framework to maximize business value and deliver necessary bugs and defects; manage sprint planning and daily scrums.
- Collaborate with scrum development teams on release management tasks to promote tested functionality from sandboxes into production environments.
- Plan and execute unit, integration, and acceptance testing of approximately **six software features per PI** (Program Increment); collaborate with functional Business Analysts & QA Analysts to create and document features and user stories in Blueprint

Special Project: Deal Assignment Platform

Improved deal assignment functionality on the platform to improve information access for users, facilitate more efficient communication, and support level loading and team tracking. Enabled the remediation of a system defect, eliminating need for users to engage technology. Worked with product owners, product managers, and customers to understand and communicate needs; defined system features, participated in validation, and assisted development team.

Primetech Inc.

Salesforce Business Analyst/ Administrator

October 2018 – September 2019

- Managed Salesforce 3 sandbox and production environment instances: creation, customization, configuration; managed maintenance of standard and custom objects.
- Interacted with various business user groups for gathering the requirements for CRM implementation.
- Created and updated users, reports, and dashboards to track pipeline/stages for management visibility, while integrating to Salesforce accounts.

- Developed training plans, communications, materials and documentation for users which led to a high turnover rate.
- Coordinated new user and sustainment training sessions, enabling **80% of clients** to secure relevant jobs.
- Supported **300 users** across the platform; developed a workflow using apex code to enable onboarding.
- Worked on Sales Cloud, focused towards Sales and marketing for business development; provide support for the users and business on Service Cloud (SAAS), such as console configuration.
- Structured automated business process by using Workflow Rules and Approval Process for automated alerts, field updates, and Email generation per application requirement.

Bank of America Lockbox

August 2017 – October 2018

Salesforce Data Entry Specialist

- Maintained data and system security and integrity in Salesforce; developed reports, dashboards, and processes to continuously monitor data quality and integrity; supported weekly, monthly, and quarterly reporting.
- Maintained internal operational and financial controls and ensured they met bank standards.
- Retrieved and analyzed data using Excel, Salesforce.com, and other data management/BI systems.
- Assisted in data import, export, updates, and system customization and configuration.

VOLUNTEER SALESFORCE PROJECTS

Mag Literacy

Salesforce Consultant (Volunteer)

April 2019 – Present

- Document detailed business, functional and technical requirements by recommending Salesforce.com best practices to clients and users; create client monthly reports and project updates to track objective progress and attainment.
- Customize solutions for a digital magazine platform on Salesforce that managed **~150 users**.
- Researched, assessed project objectives, and implemented new salesforce practices provided by salesforce trailblazer community, generating **20 additional leads per week**.
- Provide mentoring and guidance to other volunteer team members including project managers, Salesforce administrators, and business analysts.

Truman Heritage Habitat for Humanity

Salesforce Administrator (Volunteer)

April 2019 – Present

- Collaborate with business teams to understand their processes and translate their needs into actionable Salesforce requirements for configuration/development.
- Administer and support Salesforce.com. including managing multiple user setup, profiles and roles, customization of objects, fields, record types, page layouts and validations; partner with tech leads, a project manager, and salesforce administrator.

ADDITIONAL SKILL AREAS

Agile Methodologies, Information Technology, Product Management, Software Delivery, Technical Requirements, Project Management & Prioritization, Sprint Planning & Development, Product Roadmap, Customer Discovery & User Research

JIRA and SharePoint, Blueprint, nCino, Confluence, Selenium

User Acceptance Testing, Regression Testing, Creating Personas, Written and Verbal Communication, Collaboration, Flexibility, Customer Focus, Decision Making, Leadership, Attention to Detail, Teamwork, Data Analysis, Quality Assurance

EDUCATION

The University of West Georgia, Carrollton, GA

May 2017

Bachelor of Business Administration, Management

Management Information Systems

ESCEM: Ecolé de Management, Poitiers France

May 2016

Superior School Certificate

International Business and Management