

# Maryann Akinyera

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Portfolio: <https://ofomn.github.io/>

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## PROFESSIONAL SUMMARY

A High-performing analyst with over 3+ years' experience and proven success in using a keen understanding of organizational goals and business requirements to envision optimal solutions to complex business challenges. Excellent communicator recognized for liaising effectively between various stakeholders to accurately identify user needs and translate them into well-defined, top-line technical solutions.

## SKILLS

- System Development Life Cycle (SDLC)
- Business Process Analysis & Improvement
- Requirements Elicitation & Documentation
- User Acceptance Criteria Definition/UAT
- Test Plan/Procedure/Case Development
- Cross-Functional Problem Solving

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## TECHNICAL PROFICIENCIES

- Data Analysis (SSMS, Python, Power Query, etc)
- Reporting and Dashboard (Power BI, Tableau, SSIS)
- M.S Office Suite (Word, Excel & PowerPoint)
- Video conferencing software (MS Teams, Zoom, Skype, etc.)
- UltimaPlus, CIS & CRM proficiency

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## PROFESSIONAL EXPERIENCE

### Customer Service Associate

#### Nova Scotia Power

Feb 2023 – Till Date

- Providing 1<sup>st</sup> and 2<sup>nd</sup> level Customer Support and incidence resolutions
- Prepare knowledge-based documents such as summaries and responses to frequently asked questions from Customers and Clients
- Relations & Support for other business units in relation to Customers experience activities.
- Troubleshooting and problem-solving of customers' inquiries.
- Verifying the accuracy and authenticity of the data being provided by comparing customer information with a range of other sources.

### Business Analyst (Customer Success Supervisor)

#### Ikeja Electric Ltd

Nov 2019 – Aug 2022

- Providing technical system user support, troubleshooting with critical issues resolution.
- Leveraged a breadth of expertise to serve as a key resource within the organization, notably by conducting root cause analyses to identify and resolve complex issues to enable the successful implementation of new features and products.
- Providing business system support to both internal and external users.
- Reviewed release documentation and created process documentation, standard operating procedures, and onboarding documents.
- Providing analytical and problem-solving services to program and operational units, documenting business needs, developing and maintaining standard operating procedures, and coordinating and/or completing changes to existing systems, forms and procedures.
- Gathered business requirements from business users and designed test scripts as per business requirements documents (BRD).
- Developing and executing system functionality test plans
- Implementing system changes and monitoring impacts
- Technical business system administration, support, enhancement and maintenance

**Intermediate Business Analyst (Customer Success)****The German Technology****Sept 2018 – July 2019**

- Business process management and controls.
  - Onboarding new clients and ensuring KYC procedures are completed.
  - Interfaced with users to understand their interactions with old system and gathered/documented requirements for the new solution and functionality through group interviews, one-on-one sessions, and Joint Application Development sessions.
  - Project management administration and deployment.
  - Facilitating project initiatives by establishing new customer records or establishing new onboarding procedures in practice
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**EDUCATION**

- **GRADUATE CERTIFICATE IN BUSINESS INTELLIGENCE AND ANALYTICS** **2023**  
**Nova Scotia Community College, Halifax, Canada.**

**TRAINING & CERTIFICATION**

- 2023: Google Business Intelligence
- 2022: Nova Scotia Community College - WHMIS (Workplace Hazardous Material Information Systems)
- 2022: Nova Scotia Community College – Introduction to NS OH&S (Occupational Health & Safety)
- 2015: Multi Resources Computer Institute, Diploma in Information Communication Technology.