Oliver Dorey

Implementation Analyst

👤 Profile

Dedicated Implementation Analyst with 1 year of experience in effectively executing project plans, analyzing system requirements, and delivering customized solutions to clients. Adept at collaborating with cross-functional teams, ensuring customer satisfaction, and identifying areas for process improvement. Committed to continuous learning and leveraging technical expertise to drive project success.

💼 Employment History

Implementation Analyst at NCR Corporation, GA

Feb 2023 - Present

- Successfully led the implementation of an enterprise software solution for a major retail client, resulting in a 20% increase in operational efficiency and a reduction in system errors by 15%.
- Streamlined the onboarding process for new clients by developing a comprehensive implementation guide and checklist, reducing implementation time by 30% and increasing overall client satisfaction by 10%.
- Collaborated with cross-functional teams to identify and resolve over 50 critical software issues within a six-month period, leading to improved system stability and a 25% decrease in support tickets.

Associate Implementation Analyst at Total System Services (TSYS), GA

Sep 2022 - Jan 2023

- Successfully led the implementation of a new payment processing system for a major client, resulting in a 20% increase in transaction processing efficiency and a 15% reduction in error rates.
- Streamlined the onboarding process for new clients, reducing the average setup time by 30% and increasing client satisfaction by 25%.
- Collaborated with cross-functional teams to identify and resolve 50+ critical system issues, leading to a 10% improvement in overall system performance and stability.

🎓 Education

Bachelor of Science in Information Systems Management at Georgia State University, Atlanta, GA

Aug 2018 - May 2022

Relevant Coursework: Database Management, Systems Analysis and Design, IT Project Management, Network Security, Data Analytics, Web Development, Cloud Computing, and Information Systems Strategy.

📋 Certificates

Certified Implementation Analyst (CIA)

May 2022

Professional Scrum Master (PSM)

Skills

SQL

Python

Tableau

Salesforce

JIRA

PowerBI

JavaScript

Languages

English

Bengali

Hobbies

Software development

Data visualization and analytics

Reading and researching industry trends and innovations