

Dosia Boyd

Implementation Consultant

✉ dosia.boyd@gmail.com

☎ (961) 022-0171

📍 123 Maple Street, Salt Lake City, UT 84101

EDUCATION

Master of Business Administration in Information Systems Management at University of Utah, Salt Lake City, UT

Sep 2017 - May 2022

Relevant Coursework: Information Systems Strategy and Management, Business Data Analytics, IT Project Management, Enterprise Architecture, IT Governance and Risk Management, Cybersecurity, Cloud Computing, and Business Intelligence.

LINKS

[linkedin.com/in/dosiaboyd](https://www.linkedin.com/in/dosiaboyd)

SKILLS

Salesforce

Workday

Tableau

Oracle ERP

Microsoft Dynamics

SAP S/4HANA

ServiceNow

LANGUAGES

English

German

HOBBIES

PROFILE

Dedicated Implementation Consultant with 1 year of experience in driving project success by providing expert support in software deployment, system integration, and process optimization. Proficient in collaborating with cross-functional teams, identifying client needs, and developing tailored solutions. Demonstrates strong analytical, problem-solving, and communication skills while consistently delivering high-quality work within tight deadlines.

EMPLOYMENT HISTORY

● Implementation Consultant at Adobe Inc., UT

Feb 2023 - Present

- Successfully implemented Adobe Experience Cloud solutions for 15+ clients, resulting in a 20% increase in their digital marketing efficiency and a 25% growth in online revenue.
- Streamlined the onboarding process for new clients, reducing the average implementation time by 35% and increasing overall client satisfaction by 10%.
- Led a team of 5 consultants to manage and execute a large-scale implementation project for a Fortune 500 company, completing it 2 months ahead of schedule and subsequently increasing the client's annual revenue by \$2 million.
- Developed and delivered customized training programs for over 200 end-users, improving their proficiency in using Adobe products and contributing to a 15% boost in overall client productivity.

● Associate Implementation Consultant at Zions Bancorporation, UT

Jul 2022 - Jan 2023

- Successfully implemented a new CRM system for Zions Bancorporation, resulting in a 25% increase in customer satisfaction and a 15% increase in sales within the first six months.
- Streamlined communication between various departments by designing and implementing an efficient project management system, reducing project completion times by 30% and increasing overall productivity by 20%.
- Led a team of 4 consultants to optimize the bank's loan processing system, decreasing loan approval times by 40% and reducing errors in loan documentation by 60%.
- Conducted comprehensive data analysis on key business metrics, identifying areas for improvement and presenting actionable insights to senior management, which led to a 10% reduction in operational costs and a 5% increase in revenue.

CERTIFICATES

Salesforce Certified Implementation Consultant

Aug 2021

Microsoft Dynamics 365 Finance and Operations Apps Solution Architect Expert

Dec 2019