



Yusuf Jensen

Business System Analyst

Holding a Certification of Capability in Business Analysis, this analyst brings 6 years of experience spanning Salesforce CRM implementations, SAP ERP upgrades, and cross-functional requirements gathering. Redesigning order-processing workflows with UML diagrams and gap analysis delivered a 25.1% operational efficiency gain in the fulfillment cycle. Skills include SQL, PL/SQL, Power BI, JIRA, and Agile / Scrum methodologies.

Location

McPherson, KS

Phone

(620) 555-0111

Email

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Education

Emporia State University, Emporia, KS

2016 - 2020

BS Information Systems

Key Skills

- SQL
- SAP ERP
- Power BI
- JIRA
- UML
- PL/SQL
- Requirements Analysis
- Agile / Scrum
- SDLC
- Microsoft Visio
- Gap Analysis

Professional Experience

Business System Analyst, Tallgrass Basin Technologies, McPherson, KS

2023 - Present

- Managed a team of 7 analysts and developers through a Salesforce CRM implementation, coordinating sprint planning, daily stand-ups, and QA reviews across a 9-month timeline.
- Redesigning order-processing workflows using UML diagrams and gap analysis, achieving a 25.1% operational efficiency gain in the fulfillment cycle.
- Built 14 Power BI dashboards for finance and operations leaders, replacing manual spreadsheet compilation and saving staff 11 labor hours per week.
- Troubleshoot PL/SQL stored procedures and application errors in the production environment, restoring normal system functioning within an average of 38 minutes per incident.

Systems Analyst, Solomon River Data Group, Salina, KS

2021 - 2023

- Led a team of 4 developers through an SAP ERP module upgrade, delivering requirements documentation, test scripts, and user-acceptance sign-off on schedule.
- Wrote SQL queries against Oracle databases to identify data anomalies, cutting manual reconciliation effort by 9 labor hours per week.
- Conducted requirements workshops with procurement and warehouse stakeholders, translating 47 business rules into functional specifications for the new inventory module.
- Trained 23 end users on updated ERP screens and reporting tools, creating step-by-step reference guides to reduce post-launch support requests.

Junior Systems Analyst, Coronado Creek Solutions, Hutchinson, KS

2020 - 2021

- Documented current-state processes for accounts payable and receivable using Microsoft Visio, mapping 31 workflow steps to support a planned system migration.
- Authored test cases and executed regression testing for client-server application patches, logging 128 defects in JIRA and verifying fixes before release.
- Assisted senior analysts in gathering business requirements from 5 internal teams, compiling interview notes into a structured requirements traceability matrix.

Certifications

- Certification of Capability in Business Analysis, International Institute of Business Analysis, 2022