



# CAROLE ANDRE

## BUSINESS ANALYST ICT

### PROFILE

Having a natural affinity and **curiosity** for IT tools, I recently chose to train in business analysis, in order to develop my knowledge in new technologies while using my experience acquired in **project management**. Customer, service and **solution-oriented** professional, focused on **understanding, analyzing** and **modelling** of business requirements, I act as an interface between business and IT. Brings 10+ years of Salesforce administration and **key user** experience with demonstrated time management and organizational skills. History of working remotely and with multi-cultural teams with a focus on **knowledge sharing** and delivering **user training**.

### CORE COMPETENCIES

- ✓ Understanding, analysis and modeling
- ✓ Testing & validation
- ✓ User training
- ✓ Processes documentation
- ✓ Database modeling
- ✓ Data Management
- ✓ CRM Governance
- ✓ Report & Dashboard creation

### TECHNICAL SKILLS

BPMN | UML | MS OFFICE (EXCEL, WORD, POWERPOINT, OUTLOOK, TEAMS, SHAREPOINT, POWER BI, PROJECT) | SALESFORCE.COM | APTTUS | SQL

### LANGUAGES

French : mother tongue  
English : fluent  
Dutch : good knowledge

### CONTACT



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[www.linkedin.com/in/carole-andre/](https://www.linkedin.com/in/carole-andre/)

### EDUCATION

#### Technobel Ciney/Louvain-la-Neuve

2022

Business Analyst ICT

#### Haute Ecole de la Province de Namur

June 1997

Bachelor's Degree, Executive secretarial work – option languages

### PROFESSIONAL EXPERIENCE

#### Albemarle, Louvain-la-Neuve

##### ❖ Senior Sales Operations Analyst

2016 - 2021

- SPOC (Single Point of Contact) for **Salesforce** users in Europe, the Middle East, India and Africa. Gathered, analyzed and prioritized their requests.
- Worked with key stakeholders including executives and subject matter experts across multiple functional areas to define overall process and application requirements.
- **Analyzed** current procedures, identified areas where **improvements** can be made. **Optimized** or redesigned **process flows** to meet business requirements.
- Wrote **user stories**, prepared **test cases** and performed end-user acceptance testing.
- Created, maintained, and updated **work instructions**.
- Supported end user requests and troubleshooting issues; provided **training** to enable end user success.
- Observed and maintained company policies and compliance requirements, ensuring successful audit processes.
- Supported colleagues that are leading projects across business and IT functional areas by analyzing data, completing deliverables under approved project plans.
- Achievements :
  - Tested, documented, and validated the design for a quote process improvement project in alignment with feedback from the sales team; created user guides and led 9 international training sessions, which resulted in significant time savings, improved quality, and greater autonomy in submitting price quotations
  - Engaged in a security redesign of Salesforce

##### ❖ Senior Sales Support Specialist

2009 - 2015

- Managed pricing coordination, including sales price, rebates, and monthly commissions; partnered with sales teams to process price increases, and review prices authorizations in **Salesforce.com**
- Oversaw 3rd party contract agreements in Europe and monitored **data accuracy** within sales systems; delivered **reports** to sales and marketing departments
- Created **training** guides and led in-person and remote **coaching** sessions for new colleagues

##### ❖ Business and Sales Assistant

2002-2009 and 1999-2000

IFAPME Bruxelles : Executive Assistant 2000-2002