John Sim

Salesforce Certified Administrator
Professional Scrum Master

San Francisco Bay Area | www.linkedin.com/in/johnsimsca

Tech-savvy and analytical business analyst and Salesforce certified administrator eager to learn new technology, dedicated and passionate in integrating quality and accurate data between financial and procurement ERP applications and Salesforce. Flexible, resilient, and adaptable professional with a reputation for customer focus, attitude, and aptitude in bringing agility to the rapidly changing company.

- Requirements Analysis
- Salesforce Certified Administrator
- Oracle PeopleSoft Financials/Supply Chain

- Agile/Scrum
- Professional Scrum Master
- Quality Assurance

- Slack/Confluence/Jira
- Troubleshooting and Resolution
- Team Training and Development

PROFESSIONAL EXPERIENCE

NON-PROFIT ORGANIZATION/HIGHLANDS SCHOOLS, San Bruno, CA   2019 - Present
Finance Business Analyst/Salesforce Administrator

- Brainstorm and evaluate options in implementing Salesforce Non-Profit Success Pack and Education cloud, developing process improvements, and optimizing the use of financial applications
- Manage monthly reconciliation of income, expenses, payroll, investments of all bank accounts in the Sage financial system to ensure data accuracy and integrity
- Maintain documentation for requirements, business processes, process improvements, and accounting records

CITY AND COUNTY OF SAN FRANCISCO, San Francisco, CA   2017 – 2019
Business Analyst – PeopleSoft Financials

- Delighted Accounting Operation Supplier Division Accountants with process flow diagram and prototype in enhancing their journal approval process which resulted in 20% more effective and efficient on the year-end closing activities
- Troubleshot San Francisco Airport (SFO) department sourcing document process and journal problems and resolved all errors so that this group could receive additional funding on a mission-critical project
- Collaborated with cross-functional and technical teams, business partners, and stakeholders in evaluating business requirements, discovering expectations, analyzing solutions, and translating them into client deliverables
- Negotiated as a liaison and subject matter expert between finance, internal customers, and business partners on the system needs, automation, and the best practices and use of financial systems
- Partnered with finance and all levels in maintaining accurate records and internal documentation for system processes, developing process improvements on optimizing the use of the system, and resolving system issues
- Managed day-to-day user support, reporting requests, city-wide departments integrations, on-going testing of new application features, and financial system upgrades

ORACLE, Pleasanton, CA   2006 – 2017
Senior QA Engineer

- Drafted abstract end-to-end test cases and developed test plans and testware for the procure-to-pay processes. Executed test cases in diagnosing product defects and reporting bugs and enhancements to development in JIRA
- Collaborated with QA, product management, and development teams in overseeing the requirements gathering, development, quality assurance, and delivering status updates against the test plans, and post-production support

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- Coordinated quality assurance processes and built acceptance test criteria for the financial system as a customer advocate with high-quality software and on-time delivery within a full development lifecycle

- Directed Oracle PeopleSoft Financials ERP system for education and government as the functional analyst and quality assurance engineer in supporting financials and supply chain management and commitment accounting applications

- Adapted and demonstrated skills as a qualified and competent performer with detailed test cases and as a reliable team player that excelled in troubleshooting and problem-solving internal and customer issues, resulting in recognition by QA and development teams as a valuable asset to the group

- Trained 200 people in China and India as a trusted functional domain expert on the Oracle PeopleSoft financials and procurement system in Asia at my own time and expense increasing employee morale and productivity

- Managed functional support and contributed to efforts in customer care during year-end purchase orders budgetary close for a more efficient rollover of funds to the new year resulting in receiving the Outstanding Contributor Award

ADDITIONAL EXPERIENCE

WELLS FARGO BANK, N.A., Minneapolis, MN
Staff Accountant

- Directed PeopleSoft Payable and ViewStar Imaging applications as the system administrator and monitored daily 30,000 full-cycle accounts payable invoices processing for more effective service usage

- Guided finance team members on the best practices and use of financial systems and negotiated as the liaison between the technical support team to triage issues on support tickets

- Assisted in the more efficient processing of all outgoing invoice payments in the PeopleSoft financial system

CIBER INC. Concord, CA
Oracle PeopleSoft Consultant with clients across retail, technology, and education and government

EDUCATION

Bachelor of Business Administration in Accounting and Marketing

The University of Wisconsin, Madison, WI

PROFESSIONAL DEVELOPMENT

Trailhead Academy Virtual Bootcamp/ Salesforce Certified Administrator, Salesforce, San Francisco, CA
September – December 2020

The Business Analyst Blueprint ®/ Certificate of Completion, Bridging the Gap, Online Learning
February - July 2020

Agile MBA / Professional Scrum Master, The Job Hackers, San Francisco, CA
February - April 2020