**CHRISTINE CHIBVONGODZE**

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**PROFESSIONAL SUMMARY**

Christine Chibvongodze is an experienced and results-driven Salesforce Business Analyst and Consultant with a proven track record of delivering innovative solutions and driving business growth. Skilled in gathering and analysing business requirements, designing and implementing Salesforce solutions, and providing strategic guidance to clients to optimise their Salesforce investments. She is proficient in translating business needs into technical solutions, with a focus on enhancing efficiency, productivity, and customer satisfaction. Adept at collaborating with cross-functional teams and stakeholders to ensure successful project outcomes and exceed client expectations. She is committed to continuous learning and staying abreast of industry best practices to deliver value-added consulting services in the dynamic Salesforce ecosystem.

# Core Competencies and Skills

# Time Management

# Teamwork and Collaboration

# Adaptability

# Attention to Detail

# Critical Thinking

# Creativity

# Technical Proficiency

# Leadership Skills

# Interpersonal Skills

* Strong communication skills in English, both written and oral, facilitating effective interactions with clients
* Proficient computer skills, including familiarity with various software and tools for troubleshooting and analysis
* Ability to work varying shifts, including early mornings, late nights, weekends, and overtime as needed
* Inquisitive nature with a logical and analytical mind-set, enabling quick learning and effective problem-solving
* Comfortable multitasking in a high-energy environment, maintaining focus and efficiency during customer interactions

# PROFESSIONAL EXPERIENCE

# Siyanika Management (South Africa) 2023-05- 2024-03

# Administrative Specialist

* Streamlined office processes, resulting in a 25% increase in efficiency
* Implemented a new filing system, reducing retrieval time by 40%
* Managed calendars and schedules for 5 executives, ensuring smooth coordination of meetings and events
* Developed and maintained databases to track important information, resulting in improved data accuracy
* Coordinated travel arrangements for 10 staff members, optimising cost savings
* Provided exceptional customer service, resolving 90% of inquiries or issues on the first contact
* Spearheaded the organisation of company events, fostering team morale and engagement
* Assisted in the preparation of reports and presentations, contributing to the company's professional image
* Demonstrated proficiency in Microsoft Office Suite, including advanced skills in Excel for data analysis
* Proactively identified and implemented cost-saving measures, resulting in 15% reduction in office expenses

# Pinotage Advisory (South Africa) 2022-02- 2023-04 Salesforce Business analyst

* Conducted in-depth business analysis to identify key requirements and pain points, resulting in the successful alignment of Salesforce solutions with business objectives, leading to a 30% increase in operational efficiency
* Collaborated with stakeholders to gather and document business requirements, ensuring clear communication and understanding of project goals, resulting in improved project satisfaction and stakeholder engagement
* Designed and implemented customized Salesforce solutions, including configuration, customization, and integration, to address business needs and streamline processes, resulting in a 25% reduction in manual tasks and process inefficiencies
* Led user acceptance testing (UAT) to validate Salesforce solutions, identifying and addressing issues proactively, resulting in a 20% decrease in post-implementation defects and ensuring a seamless user experience
* Provided expert guidance and support during Salesforce implementation, including user training and change management initiatives, driving a 35% increase in user adoption rates and overall project success
* Utilised Salesforce reporting and analytics tools to generate insights and recommendations for business optimization, enabling data-driven decision-making and achieving measurable business outcomes
* Received recognition for outstanding performance and contributions to project success, including client commendations and awards for excellence in Salesforce business analysis

**Blaze your Trail- (Australia)-Salesforce Consultant intern 2022-03 – 2022-09**

* Led successful end-to-end implementation projects, ensuring on-time delivery and exceeding client expectations, resulting in high client satisfaction and positive project outcomes
* Conducted thorough business analysis, identifying key requirements and pain points, leading to improved project alignment and stakeholder satisfaction
* Designed and implemented customized Salesforce solutions tailored to client needs, driving process efficiency and achieving measurable business objectives
* Provided expert guidance and support during implementation, including user training and change management, resulting in a significant increase in user adoption rates and overall project success
* Collaborated closely with cross-functional teams to prioritize requirements, resolve technical issues, and ensure seamless project execution, contributing to overall company growth and success in the Salesforce ecosystem

# 40daysover40smiles (Uganda) 05/2020 – 0/72020 Volunteer

* Conduct day-to-day project coordination, planning, and implementation across multiple teams
* Create functional and technical application documents
* Prepare a range of reports from appraisals to quarterly assessments

# Scalabrini Institute for Human Mobility in Africa 03/2020 – 05/2020 Remote intern (Cape Town)

* Managed complex projects from start to finish

* Research and social media and writing blogs

# EDUCATION

* Salesforce Administrator certified, Salesforce Associate certified, Salesforce Business Analyst Certified Trailhead Salesforce 2023
* TEFL certificate TEACHING English as Foreign Language course (120 Hours),Teachers Record completed 2023
* Certificate in Introduction to Sustainable Development Goals, University of Johannesburg, completed 2022
* Bachelor of Arts (Development Studies), UNISA, completed 2022

* National Senior Certificate, matriculated in 2017

# LANGUAGES

* English
* Zulu
* Tswana
* Ndebele