

Hilda Mortu

Midrand-Johannesburg, South Africa | +27 71 926 4337 | hilda@principal-holdings.com | linkedin.com/in/hildamortu

PROFESSIONAL PROFILE - Qlik Sense Developer & Pre-Sales | Business Analyst | Project Lead

I am a Qlik Sense Consultant with 7+ years of combined experience in the ITC sector working in various capacities ranging from Qlik Sense Data Architect and Application Developer to project manager and requirements analyst on many ERP and CRM system implementations such as MS Dynamics (NAV, CRM) and Salesforce. People-centric leadership, organisation skills and advanced problem-solving ability coupled with extensive project management and Qlik Sense expertise ideally equip me to add significant value to any organization seeking a proven Data Analyst to collaborate with key stakeholders in delivering corporate goals.

Industry experience - Manufacturing and Production, Retail, Auto Salvage, Insurance and Financial Services, Gas and Petroleum, Mining, Asset Management, IT and Telecoms etc.

AREAS OF STRENGTH

- **Organizational Skills** - Managing multiple tasks, prioritizing responsibilities and maintaining structured processes to ensure timely and successful project delivery.
- **Advanced and Innovative Problem-solving** - Able to pioneer solutions that previously did not exist.
- **Investigative Business Operations Analysis** - Identifying anomalies in day-to-day operations improving processes and systems to achieve operational objectives.
- **Agility & Resourcefulness** - Thriving in high-pressure situations by quickly adapting to new challenges, learning on the fly, and delivering effective solutions even when thrown in the deep end.

PROFESSIONAL EXPERTISE

- **Qlik Sense Development and Administration (On-Premise and SaaS)** - Delivering optimized data-driven insights, developing and administering Qlik Sense applications, ensuring robust analytics and streamlined deployment across enterprise environments.
- **Project Management** (Processes and Phases) - Driving successful IT systems implementation, managing project scope, timelines, and resources, ensuring seamless delivery from inception through Go-Live.
- **Business Analysis and Solution Design** - Enhancing business operations by conducting thorough needs analysis and designing tailored solutions that precisely meet system requirements and industry standards.
- **Presales** - Accelerating sales cycles by conducting targeted pre-sales demonstrations and crafting tailored solution designs that address client needs and showcase product capabilities.
- **Customer Engagement and Stakeholder Management** - Strengthening client relationships and project outcomes by effectively managing customer engagements, aligning technical solutions with business goals.
- **Data Analysis and Reporting** - Improving decision-making processes by analyzing complex datasets, generating comprehensive reports, and refining database structures for optimal data utilization.

Additional Skills: Project Reporting and Documentation | Needs Analysis and Solution Design | System Requirements Documentation | Change Management | Project Scope | Quality Assurance | Reports | Operational Acumen | Client Engagement | Analytical Getting the job done | Operations Optimization

TECHNICAL SKILLS & TOOLS

Specialization: Qlik Sense Administration and Development

- Qlik Sense Content Administration, designing and deploying applications
- Qlik Sense Management Console Administration
- Qlik Sense/View Desktop and Server
- Qlik Sense GeoAnalytics
- Qlik Sense Advanced Analytics
- ETL with Qlik Sense Load Script

Data and Analytics Tools: Transact SQL | SQL Server | Qlik Nprinting

Analysis and Testing Methodologies: UML, Use Cases and Test Scripts

CAREER OVERVIEW

- **Data Analyst** (Consultant/Project Administrator) - Nov 2021 - Current
- **Qlik Sense Business Intelligence Consultant** - AdvanceNet Pty Ltd - Oct 2017 to Oct 2021
- **PSD Projects Administrator** (Software) - AdvanceNet Pty Ltd - Aug 2013 to Oct 2017
- **Assistant** - Professional Services Department (PSD) - AdvanceNet Pty Ltd - Jan 2013 to Aug 2013

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CERTIFICATES & QUALIFICATIONS

Academic Qualifications

- BA Social Sciences Degree (Honours in Sociology): University of Cape Coast - 2002 - 2006
- Senior High School Certificate: Mawuko Girls' Senior High School, Ghana

Professional Diplomas and Certifications

- Diploma in Business Systems Analysis: University of Cape Town - 2016
- Microsoft Certified Dynamics Specialist: Managing Microsoft Dynamics Implementations
- Microsoft Power BI Data Analyst Professional Certificate
- Google Data Analytics Professional Certificate

Qlik Sense Training

- Qlik Sense Developer/Business Analyst Course: SA Qlik - 2018
- Qlik Sense Data Architect Course: SA Qlik - 2018
- Qlik Sense Administrator Course: SA Qlik - 2018

Professional Development

- **Advanced Coordination & Communication Skills** - Expertise developed in effectively bridging the gap between business and development, translating business use cases into technical system requirements and system deliverables.

PROFFESIONAL EXPERIENCE

Qlik Sense Business Intelligence Consultant - AdvanceNet Pty Ltd - Oct 2017 to Oct 2021

Professional Services Consultant Responsibilities:

Pre-Sales and Solution Design

- Create and conduct tailored pre-sales demonstrations around product capabilities and functionality.
- Analyze business needs and elicit solution requirements.
- Recommend, design, and document BI solutions based on Qlik Sense to meet customer's needs and requirements.

Data Analysis and Transformation

- Analyze customer data requirements in collaboration with internal database managers to determine data transformation requirements for each implementation.

Qlik Sense Application Design and Implementation

- Design Qlik Sense applications, reports, and dashboards in alignment with client's industry metrics and performance indicators.
- Install and configure Qlik Sense for clients, set up user directories, and apply relevant security rules based on user roles and permissions.

Qlik Sense Environment Administration

- Administer clients' Qlik Sense environment using the Qlik Sense Management Console.

Training and Support

- Conduct Qlik Sense user training.
- Conduct End-to-End and User Acceptance Testing exercises with clients and prepare the all stakeholders for Go-Live.

PSD Projects Administrator (Software) - AdvanceNet Pty Ltd - Aug 2013 to Oct 2017

Project Implementation and Delivery Support (Simultaneously overseeing up to 5 projects)

- Simultaneous management system implementation projects across multiple software departments: (Microsoft Dynamics CRM | Salesforce | Microsoft Navision | SAP Business One)
- Providing project implementation and delivery support to the entire professional services team and account managers.
- Managing project schedules from development stages to Go-Live, ensuring projects are delivered according to schedule.
- Assisting in the planning and implementation of project closing, customer preparedness, and handing over to support.

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- Monitoring and periodically reporting on project progress and status.
- Assisting with project costing, resource planning, allocation, and scheduling.
- Compiling and monitoring customer readiness assessments and responsibility matrix checklists to ensure client environments are ready on time for deployment.

Requirements Gathering and Analysis

- Attending requirements discovery meetings and facilitating requirements elicitation activities.
- Compiling and reviewing process description documentation.
- Business process mapping, analysis, and refinement in collaboration with process owners.
- Leading Joint Application Development (JAD) sessions, facilitating, and documenting system requirements and specifications.
- Interfacing between users and developers, helping to communicate user requirements to the technical team.

Documentation and Process Improvement

- Assisting with the documentation of User Guides and other training documentation.
- Refining and upgrading internal project templates and compiling new ones when necessary.
- Reviewing internal project delivery processes and introducing improvements.

Test Design and Support

- Assisting with the design of test plans, test cases, and task sheets.

Data Analysis and Reporting

- Analyzing internal data, creating reports, and improving database design to ensure more efficient data collection and utilization.

Communication and Stakeholder Management

- Liaising with customers and other project stakeholders to maintain consistent communication and risk management on projects.
- Attending project meetings, taking minutes, and distributing them to the appropriate stakeholders.

Project Methodology and Templates

- Compiling a custom portfolio management and project delivery methodology for the AdvanceNet Professional Services department.
- Creating custom project templates to be used across the AdvanceNet Group.
- Periodically reviewing the performance of the CRM Projects entity and the internal project delivery processes, recommending changes to produce a reliable and refined generic project implementation methodology.

Project Documentation and Task Management

- Creating project task breakdowns in Microsoft CRM and assigning tasks to consultants.
- Creating and maintaining both physical and remote project files, logs, and registers.
- Managing change requests, creating, and monitoring change logs.

Quality Assurance and Testing

- Planning and managing integration and performance tests on workflows and custom coding and other quality assurance processes during and after development.
- Bespoke systems - API integrations, Addons and extensions as well as custom systems, e.g. WMS.
- Team sizes managed - 2 to 11
- Working on projects varying in value from R50,000 to over R3mil

Typical Project challenges

- Managing work progress and customer expectations
- Putting contingencies in place, ensuring progress of work and any unexpected delays are accurately and timeously communicated to all stakeholders.
- QA – Ensuring that system functionality meets business needs and pains by understanding and testing requirements as well as testing deliverables.

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Assistant - Professional Services Department (PSD) - AdvanceNet Pty Ltd - Jan 2013 to Aug 2013

IT Consulting firm

Administrative Support for PSD Sun Department

- Providing administrative support for the PSD Sun department, responsible for day-to-day administration.
- Receiving and screening calls, taking messages, and assisting clients by providing appropriate information.
- Acting as executive assistant to the Head of PSD Sun, managing his diary, scheduling appointments, screening calls, arranging travel, running reports, compiling proposals, etc.
- Arranging accommodation, flights, etc., for visiting international clients.

Support Call Management for AdvanceNet Group Subsidiaries

- Monitoring incoming support calls for AdvanceNet, AdvanceNet Africa, AdvanceForce, and AdvanceOne subsidiaries of the AdvanceNet Group.
- Logging support calls (in Microsoft CRM system) promptly and assigning logged calls to the appropriate consultants.
- Liaising with consultants and following up on issues logged to ensure that clients are assisted timeously.
- Running weekly support calls and time logging reports in Microsoft CRM, ensuring that all calls logged are being attended to and assisting consultants in logging their time.
- Ensuring that the contact database is regularly updated and resolving unresolved emails in the Microsoft CRM system.

Consultant Support and Coordination

- Managing the diaries of all consultants, booking appointments, and scheduling support duties accordingly.
- Arranging both local and international travel for consultants.
- Arranging training when requested by clients.
- Filing documents, both manually and in Microsoft CRM.
- Providing any general support and assistance needed by consultants to enable them to deliver superior customer service.

General Team Support

- Being ready to assist in the absence of any member of the entire AdvanceNet Group team.

Additional information available upon request.