

# Megan Lam

303-884-2177

Experienced Business Analyst capable of business analysis, data gathering, and the ability to produce custom reports from various programs such as Sales Force and Tableau and Excel.

Ability to communicate effectively and proactively with project team(s) including Clients to provide project goals, risk analysis, status, requirements and solutions are being met.

Self-starter running a successful family owned LLC through Amazon and Ebay marketplaces.

## PROFESSIONAL EXPERIENCES

IS3 Enterprises LLC, Erie, CO

Fulfillment by Amazon (FBA) E-commerce - Product Specialist, 2017-Present

- ♦ Create, manage, and optimize product listings tied to the Amazon/Ebay market place.
- ♦ Performed weekly reports on product listings, sales, and inventory.
- ♦ Create specialized reports to perform monthly forecasting - identifying new product leads and markets, analysis of monthly sales trends and profit margins, appropriately manage inventory levels.
- ♦ Build and manage relationships with wholesalers, multi-fulfillment channels, and local distribution sources for obtaining profitable products.
- ♦ Manage logistic requirements of correctly prepping items for delivery to Amazon/Ebay fulfillment centers/customers.
- ♦ Ensure organization stays FBA/Ebay compliant. Provide excellent customer service stemming from product issues or listing.
- ♦ Increased overall LLC sales by 27% from 2017 on track hitting \$350,000+ in 2018. Increased overall customer satisfaction ratings.

VISA, Boulder, CO

Business Analyst, 2011-2017

- ♦ Lead the Net-Suite OpenAir Cloud PSA solution for the Professional Services group in developing workflow processes and management schedules.
- ♦ Routinely build and create reports in Net-Suite OpenAir, Siebel, and Sales-Force for VISA's Global Services and Managed Risks organizations.
- ♦ Performed weekly analysis of revenue, forecasting, and trends using excel to create dashboards and pivot reports.
- ♦ Worked closely with Project/Product managers to facilitate projects are within scope.
- ♦ Developed custom Tableau reports for leadership teams within the Global Business Organization
- ♦ Change Management Coordinator for the Managed Hosting group and worked with the Change Review Board on approvals to ensure changes follows ITIL standards.
- ♦ Provided internal/external reports for projects to adhere to KPI indicators.
- ♦ Sales Force Administrator for the Global Services group working cross functionally with other divisions.
- ♦ SharePoint Site Owner for VISA's Global Technical Services Group.

Oracle, Broomfield, CO

Technical Support Analyst, 2010-2011

- ♦ Served as the first line of technical support. Provided support for vendors and clients tied to hardware, software, or account login issues.
- ♦ Performed initial troubleshooting and documentation before escalating case to the next level of support.

Corporate Express, Northglenn, CO

### Accounts Receivable Analyst, 2004-2009

- ♦ Investigate payments which are unidentified, lost, or not accepted at the point of payment.
- ♦ Responsible for reconciling and reporting accounts.
- ♦ Provide support to Credit and Collection department with customer accounting.
- ♦ Offer extended support to other accounting departments to perform ad-hoc projects.

### **EDUCATION**

Metropolitan State University of Denver, Denver, CO

Computer Information Systems Major, BS

### **ADDITIONAL SKILLS**

Pivot table, Word, Excel, PowerPoint, Outlook, Vlookup, Macro	Oracle Finances
Siebel ERP	Sales-Force CRM
Net-suite OpenAir	Tableau
Microsoft SharePoint	JIRA/iTOP