Contactar

nelizabethcamacho@gmail.com

www.linkedin.com/in/normaecamacho (LinkedIn)

Aptitudes principales

CRM

Business Analysis

Requirements Analysis

Languages

Español (Native or Bilingual)

Ingles (Professional Working)

Certifications

Vlocity Platform Consultant

COBIT V5 Foundation

Siebel 8 Consultant Certified Expert

ITIL v3 Foundation

Honors-Awards

Recognition Award FY10

Norma Elizabeth Camacho Lara

Functional Consultant

Área metropolitana de Ciudad de México

Extracto

IT consultant with more than 10 years of experience in CRM for Telecommunications and Retail industries. Certified as Salesforce Administrator and Vlocity Platform Consultant

Over this time I have participated in projects where I have contributed with my knowledge and skills in order to provide technology solutions on IT business processes, as well as, supporting business areas to perform effectively and efficiently their activities. I have experience implementing projects from the proposal until the implementation and deployment in production.

Experiencia

LabsXD

Functional Solution Designer

abril de 2020 - Present (1 año 7 meses)

Scrum Master for implementation of CRM solution in Vlocity to Telco company. Responsible of gathering and refinement of new requirements to define scope of EPICs and User Histories for implementation of sprint. Management and follow up of development tema by scrum methodology

Amdocs

Business Analyst

octubre de 2015 - marzo de 2020 (4 años 6 meses)

Mexico

Implementation of BSS solution for one of the most important telecommunication companies in Mexico, including CRM. Focused for Postpaid and Prepaid products, in such way that allows handling sales, post-sale processes, following up of problems, billing and product catalog management of commercial offer for Residential and Enterprise customers. Through the Agile and Scrum methodology

Technology Adoption
Sr Consultant
julio de 2014 - octubre de 2015 (1 año 4 meses)
México

Implementation of improvements for solution CRM – Siebel Loyalty related with management of loyalty program. In charge of analysis of business requirements, as well as impacts in external application and proposal to business for improvements in current definition. Functional and technical design of CRM solution and follow up of activities of the development team for the implementation of the solution.

Accenture México
Sr. Consultant
marzo de 2012 - julio de 2014 (2 años 5 meses)
México

Business Analyst of Telecommunications industry for CRM solutions, including viability analysis, functional design, process design and following to technical team during the implementation; applying the best practices and ITIL /COBIT framework

Oracle
Staff Consultant
febrero de 2008 - marzo de 2012 (4 años 2 meses)
México

Responsible of implementations of Siebel Loyalty, Siebel Marketing and Siebel Communications, in charge of analysis and desgin of the solution for the customer requirements, as well as the technical definition for the solution of the integration with external systems Besides manage the testing execution with the key users, following up the solution of the issues and new requirements

Educación

Instituto Politécnico Nacional
Bachelor of Engineering (B.E.), Computational Systems