MOHAMED NDIAYE

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PROFESSIONAL SUMMARY

Technology and operations leader with 15+ years of experience across enterprise systems, business analysis, CRM and ERP implementations, and analytics. Lead 10 staff, including three analysts, and manage a $400,000 budget. Experience coordinating application integration and data delivery, translating business requirements into solutions, and validating data for executive reporting. Partner with engineers, business stakeholders, and vendors to deliver system improvements and workflow automation.

CORE EXPERTISE

- Enterprise Applications
- Systems Integration
- Data Validation
- Vendor Evaluation
- Stakeholder engagement
- Interpersonal communication
- Workflow Automation
- Project Prioritization
- Proficient in SQL, R, and visualization software
- CRM and ERP Implementation
- Requirements Analysis
- User Acceptance Testing
- Operational efficiency
- Analytical thinking
- Continuous improvement
- Reporting Strategy
- Knowledge of cloud-based platforms
- Business process modeling expertise

PROFESSIONAL EXPERIENCE

Director of Advancement Services (Business Systems and Operations), Feb 2024 to Current
Grand Valley State University – Grand Rapids, MI

- Lead a 10-person team, including three analysts and staff in compliance, prospect research, and operations; manage a $400,000 budget and oversee hiring, coaching, and performance management.
- Directed post-conversion optimization of Enterprise CRM Blackbaud Raiser's Edge NXT and coordinated application priorities across business users, IT, Finance, and vendors.
- Direct advancement services operations supporting gift processing, constituent records, and fund accounting accuracy.
- Oversee Omatic Cloud data ingestion and the Raiser's Edge–GiveCampus integration; coordinate third-party application implementation, including Almabase.
- Mentor advancement services staff on database standards, reporting practices, and service expectations.
- Support centralized reporting through the Lakehouse integration, including Total Fund Raised and Executive Fundraising dashboards and endowment reports.
- Led requirements and coordinate delivery of the Raiser's Edge–Lakehouse connection, partnering with a data engineer who built the pipeline. Owned validation of data accuracy and refresh frequency and coordinated connection information required for implementation.
- Partner with Finance on monthly reconciliation and with IT Security and the Business Office on PCI DSS compliance and payment-data security; support vendor evaluation and contract oversight.
- Delivered a Power Automate workflow that distributes alerts each Monday for gifts above $5,000, enabling gift officers to send timely donor thank-you messages.
- Led the Project Prioritization Workgroup within the University Data Advisory Committee, establishing a scoring framework for enterprise data initiatives.

Adjunct Business System Analyst, Mar 2022 to Jan 2024
Grand Valley State University – Grand Rapids, MI

- Led the conversion of from 20-year legacy database to a cloud-based Enterprise CRM, coordinating requirements gathering, process modeling, data validation, and user acceptance testing.
- Analyzed business processes and translated stakeholder needs into clear system requirements.
- Mapped current and future workflows, coordinated third-party integrations, and supported change management and end-user training.
- Designed executive dashboards and fundraising reports using SQL and Excel.

IT Generalist (ERP Systems), Sep 2021 to Feb 2022
Mien Company – Grand Rapids, MI

- Contributed to Odoo ERP v14 implementation and designed a reporting dashboard using Google Looker Studio.
- Redesigned network architecture using VLANs and VPNs; implemented UniFi UDM Pro.
- Managed employee relations inquiries and resolved routine issues with consistent policy interpretation.

IT Specialist (e-commerce & ERP), Jul 2020 to Aug 2021
Inspire Me Home Decor – Grand Rapids, MI

- Led requirements analysis for Odoo ERP v14 implementation, coordinated project execution, and trained key users on access and reporting functionality.
- Managed Google Workspace and IT vendor contracts; developed a Shopify storefront using custom Liquid code.
- Resolved hardware, software, and network issues for staff across warehouse and office environments.
- Supported onboarding with account setup, device provisioning, and application access.
- Implemented user access controls and system security practices to protect business data.

Business Analyst (Banking Systems), Jun 2018 to Mar 2019
Adria Business and Technology – Morocco

- Conducted needs assessment and analyzed business and functional requirements for mobile app projects for Société Générale Morocco and Attijariwafa Bank Egypt.
- Produced requirements, specifications, and test plans; developed BPMN, UML, and entity relationship diagrams in Visio; conducted user acceptance testing.
- Facilitated stakeholder communications to align project scope, priorities, and deliverables.
- Documented use cases, user stories, and acceptance criteria for development teams.
- Facilitated process workshops to document workflows and identify operational improvement opportunities.

Business Analyst (Government & Public Sector), Aug 2017 to May 2018
IT Road Consulting – Morocco

- Assessed needs for the National Trade Single Window project for the Moroccan Bureau of Border and Customs; contributed to tariff data collection and transformation for the Moroccan Trade Portal.
- Documented requirements, software specifications, and test plans; developed process and data models and coordinated user acceptance testing.
- Led requirements elicitation workshops and translated business needs into clear functional specifications.
- Analyzed workflows to identify process gaps and recommend practical operational improvements.
- Coordinated UAT activities, resolved defects, and ensured readiness for deployment.
- Supported data analysis using Excel, SQL, and reporting tools to inform decisions.

IT Engineer, Nov 2011 to Jul 2017
Cochepa – Morocco

- Built annual IT roadmaps, negotiated technology supplier contracts, and coordinated ERP feature implementation; used SQL to update database records.

- Deployed document management, VoIP, backup, and network monitoring solutions; maintained computers, servers, and network infrastructure in a manufacturing environment.

EDUCATION

MS: Data Science and Analytics, Dec 2025
Grand Valley State University

Master's: Management of Information Systems, May 2017
International University of Rabat

BS: Computer Science, Sep 2011
SUPEMIR - Morocco

SELECTED ANALYTICS PROJECT

- Developed donor predictive models in R using Firth regression, Random Forest, and XGBoost. Worked with two prospect research subject-matter experts; addressed class imbalance and evaluated model performance.
- Created an interactive Tableau dashboard to visualize 50 years of global Terrorism data. Performed complex data pre-processing and exploratory analysis to identify longitudinal trends. Group Project with 2 students. **https://l1nk.dev/c451caf**

Languages

English
Native or Bilingual

French
Native or Bilingual