

Ibrahim Burgess

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SUMMARY

Experienced **sales analyst** supporting **retail operations** through project tracking, **customer opportunity coordination**, **promotional placement** activities, reporting, and cross functional communication. Current work at Evergreen Retail Partners connects operational priorities with practical dashboards, documentation, timelines, and executive updates. Experience includes maintaining reporting processes, reviewing risks and opportunities, improving workflow consistency, and coordinating business, technology, and operational partners. Comfortable organizing samples, inventory records, meeting materials, store observations, and competitive intelligence for informed decisions. Skilled with Excel, PowerPoint, analytics, stakeholder management, project delivery, process improvement, and collaboration workflows. A thoughtful, organized approach helps teams move from scattered information to clear action, stronger customer support, and dependable operational follow through.

EXPERIENCE

Sales Analyst, Retail Operations

January 2022 - Present

Evergreen Retail Partners

Chicago, IL

Support **sales operations** and strategic initiatives through reporting, project coordination, stakeholder communication, documentation, and workflow governance. Connect business partners, technology teams, and operational groups around shared priorities, practical analysis, and dependable delivery outcomes.

- Coordinated retail initiatives through shared **timelines**, stakeholder reviews, and clear delivery priorities.
- Built **operational reporting** processes in Excel, supporting planning decisions and executive updates.
- Maintained project documentation, **meeting materials**, and **communication workflows** for business partners.
- Reviewed analytics to surface risks, opportunities, and practical process improvements for leadership.
- Improved workflow consistency through tracking methods, **governance practices**, and routine status reviews.
- Supported customer opportunity planning with analysis, organized priorities, and cross functional coordination.

PROJECTS

Retail Operations Reporting System 📅 2025

Created a practical reporting workflow that brought project timelines, operational updates, and stakeholder decisions into one consistent review process. Clear documentation helped partners respond with greater confidence.

Promotional Placement Coordination 📅 2024

Organized promotional placement information, meeting materials, and follow up actions for coordinated retail planning. Structured communication helped teams keep customer priorities visible during busy operating periods.

LEADERSHIP & AWARDS

- Operational Improvement Recognition, Evergreen Retail Partners, 2024
- Cross Functional Collaboration Recognition, Evergreen Retail Partners, 2023
- Leadership in Reporting Excellence, Evergreen Retail Partners, 2022

EDUCATION

Bachelor's Degree in Business Administration

2021

University of Illinois GPA: 3.5

Champaign, IL

Coursework: Sales operations, business analytics, project management, retail marketing

CERTIFICATIONS

- Sales Operations Certification Training 📅 2024
- Microsoft Excel and Reporting Training 📅 2024

TECHNICAL SKILLS

- **Spreadsheet Analysis:** Microsoft Excel, PivotTables, lookup formulas
- **Presentation Tools:** Microsoft PowerPoint, presentation design, executive updates
- **Reporting Systems:** Operational dashboards, status reports, reporting processes
- **Project Tracking:** Project timelines, action logs, milestone tracking
- **Retail Operations:** Store observations, inventory records, promotional placement
- **Customer Operations:** Customer opportunities, customer coordination, account support
- **Collaboration Tools:** Shared workspaces, communication workflows, meeting materials

- **Documentation Systems:** Process documentation, governance records, project documentation
- **Sales Analytics:** Sales analysis, opportunity analysis, competitive intelligence
- **Supplier Platforms:** Supplier platforms, retailer systems, partner records

SKILLS

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|-----------------------------|--------------------------|--------------------------|----------------------------|
| • Sales operations | • Excel skills | • Collaboration tools | • Promotional placement |
| • Retail project management | • Reporting experience | • Retailer systems | • Operational reporting |
| • Customer operations | • PowerPoint proficiency | • Supplier platforms | • Competitive intelligence |
| • Category support | • Project coordination | • Customer opportunities | |

PROFESSIONAL AFFILIATIONS

- Member, Retail Operations Professional Network
- Member, Sales Management Association

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST