



Ibrahim Burgess

Sales Analyst, Retail Operations

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STRENGTHS

- 📊 **Operational Reporting**
Built reporting routines that gave leaders clearer information for planning. A simple review often became a trusted decision point.
- 👥 **Stakeholder Coordination**
Connected business, technology, and operations partners around shared priorities. Colleagues valued having one steady point for follow up.
- ⚙️ **Process Improvement**
Refined tracking methods and governance practices for smoother work. Small workflow changes helped teams stay aligned during active initiatives.
- 🛒 **Customer Operations**
Supported customer focused initiatives with organized analysis and timely communication. Keeping details visible helped partners respond with confidence.
- ☰ **Project Delivery**
Managed priorities, timelines, and documentation across active work. A clear status view helped teams address risks before they grew.

SKILLS

Sales operations
Retail project management
Customer operations
Category support Excel skills
Reporting experience
PowerPoint proficiency
Project coordination
Collaboration tools
Retailer systems

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

Evergreen Retail Partners 📅 January 2022 - Present 📍 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

Supplier platforms

Customer opportunities

Promotional placement

Operational reporting

Competitive intelligence

LANGUAGES

English Native

Spanish Intermediate

MY CAREER

4.7
YEARS

● Sales Analyst, Retail
Operations at Evergreen Retail
Partners (4.7 Years)

University of Illinois 🎓 GPA: 3.5 📅 2021 📍 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

PROFESSIONAL AFFILIATIONS

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

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST