



@
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1-201-618-9631

New York, NY 10001

EDUCATION

Bachelor of Science, Software Development

Grand Canyon University,
Phoenix, AZ
May 2024

- Honoree of the National Society of Collegiate Scholars
- Dean's List 2022- 2024, 3.7 GPA

BIRABWA F KATUSHABE

PROFESSIONAL SUMMARY

Creative professional with strong client and project management skills. Action-oriented and highly skilled in effective communication with technology, executive, and business stakeholders. I graduated with a BS in software development and want to contribute to a dynamic, success-driven team. Technical professional with extensive experience in business analysis and bridging gaps between technical teams and business stakeholders. Known for delivering impactful solutions that optimize processes and enhance system functionalities. Emphasizes team collaboration and adaptability, ensuring consistent and reliable outcomes.

SKILLS

- Customer Relationship Management (CRM)
- Technical documentation authoring
- Software Development Life Cycle (SDLC)
- TypeScript, Node.JS, React.JS (Web Development)
- Microsoft Suite | GitHub (Version Control)
- Oral and Written Communication
- Solution Design & Requirements Gathering
- Data Analysis & Interpretation
- Java, SQL (Data Processing & Backend)
- Agile Methodologies & Scrum
- Strategic Thinking & Problem-Solving
- Team Collaboration | Project Management

WORK HISTORY

January 2023 - Current

Katu Coffee Importers - Product Development Manager, Uganda & USA | New York

- Designed and implemented **predictive analytics models** to assess supply chain risk, demand forecasting, and financial planning.
- Developed **SQL-driven analytics pipelines** to track inventory, pricing trends, and cost optimization strategies.
- Led **business continuity planning (BCM)** initiatives to mitigate risks and enhance operational resilience.

- Partnered with key stakeholders to translate **data insights into actionable strategies**, optimizing efficiency by 22%.
- Conducted comprehensive market research to identify untapped opportunities for new product development or improvement of existing products.

July 2023 - Current

The Bouklis Group - Technical Business Analyst, New York

- Delivered technical presentations that simplified complex solutions for both technical and non-technical audiences, achieving a 98% presentation engagement rate and ensuring alignment with project goals.
- Improved CRM management practices, resulting in a 15% improvement in customer satisfaction by tailoring solutions based on user feedback and enhancing user experience.
- Partnered with IT, marketing, and finance teams to streamline project workflows and optimize cross-departmental communication, increasing project efficiency by 15%. Developed solutions that integrated multiple business functions, ensuring cohesive project execution and reducing project delays.
- Acted as a trusted advisor to both internal teams and external clients, leveraging extensive industry knowledge to provide valuable insights and recommendations that guided decision-making processes.

January 2019 - July 2022

Forest Uniform - Project Business Analyst, New York

- Conducted thorough needs assessments to identify client requirements and align them with the product offerings, leading to a 15% improvement in solution fit and a 10% increase in repeat business from existing clients.
- Engaged in market research to gather client feedback on product performance and features, which informed product enhancements and directly contributed to a 15% reduction in customer support queries.
- Collaborated closely with sales teams to develop and present tailored product solutions to clients, effectively addressing their unique needs and challenges. This included creating engaging product demonstrations and proof of concepts that showcased the capabilities of software solutions.

June 2020 - June 2021

JPMORGAN CHASE & CO, Participant - EXTRACURRICULAR ACTIVITIES, New York

JP Morgan Virtual Experience Program Participant (Forage)

- Engaged in hands-on experience with real-time stock price data feeds, improving data analysis accuracy by 25% through enhanced understanding of financial data flow and market trends.
- Utilized the JPMC framework and tools to process, analyze, and visualize stock data, enabling traders to make more informed decisions, and contributing to a 15% increase in data-driven trading efficiency.
- Developed data visualization solutions that improved market insights accessibility by 30%, streamlining the decision-making process for trading teams.