Christopher Cooper

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Profile

Customer driven and data-oriented Business Analyst with a proven track record delivering and supporting innovative and efficient solutions for SaaS projects among cross-functional teams. Adept in identifying gaps, business process inefficiencies, data analysis, and managing features through SDLC.

CORE PROFICIENCIES

- *User Stories*
- *Eliciting Requirements*
- *Gap Analysis*
- *Project Management*

- *Business Process Improvements*
- *Agile*
- *Scrum*

- *Excel Charting, Functions and Formulas*
- *JIRA*
- *Confluence*

CERTIFICATIONS, LICENSES, ACOLADES

FINRA Anti-Money Laundering (AML)
> AI Insights, *Oct 2019*

Certified Scrum Product Owner (CSPO)
> Braintrust, *Apr 2017 -2019*

Going the Extra Mile (GEM)
> NBC Sports Group, *2016, 2018, 2019*

EXPERIENCE

FinTech Business Analyst | NBC Sports Group, Orlando, FL   2019-Present
Payment processor leveraging WorldPay's PayFac network

- Increased payment client adoption by 969 merchants, and processing volume by $461 MM since 2019
- Headed a team of four to manage, and respond 6,800 transactional disputes on behalf of the business partners
- Designed a fraud system to analyze chargeback frequency and volume processing through NBC Sports Group's portfolio of services and validate the need for AVS and CVV verification
- Spearheaded the analysis of WorldPay's eMAF file, identifying erroneous reporting of over 200,000 transactions
- Used VBA to compile ad-hoc reporting for C-level stakeholders when data service resources were not available to generate formal reports
- Conducted user interviews and gap analysis to write concise requirements for end user transactional and batch settlement SSRS reporting
- Processed WorldPay's REST API documentation to identify pertinent fields for implementing a chargeback management portal
- Automated the merchant onboarding process to handle adoption volume efficiently while adhering to KYC guidelines
- Performed quarterly audits of interchange rates; identifying opportunities to reduce cost and increase revenue by passing Level II processing data
- Composed end-user documentation and tutorials ranging from reconciliation to chargeback management best practices

Business Analyst | GolfNow, Orlando, FL   2016-2019
Cloud-based point of sale solution

- Oversaw data services efforts as the reporting SME to improve SSRS reporting from the largest pain-point to the highest rated feature in the point of sale
- Directed product roadmaps by creating and managing feedback campaigns to identify impactful gaps and issues
- Consulted the QA division to refine UAT, and end-to-end regression testing processes to identify bugs and inefficiencies that were plaguing prior releases
- Implemented business process improvements for client reported issues to flow through Salesforce and Jira integrations
- Designed and wrote a prototype reporting dashboard in Metabase using PostgreSQL after receiving pushback that it couldn't be done

Third Party Specialist | GolfNow, Orlando, FL   2015-2016
Point of Sale inventory management and procurement

- Managed on-site and off-site inventory exceeding 8,000 assets by creating an internal asset tagging and tracking system
- Reduce inventory costs by $50,000 for 2017 through price negotiations with vendors and sourcing alternative and better fitting products
- Provided detailed reporting for the VP of Finance capturing historical and forward-looking procurement and asset management trends
- Developed and integrated procurement, record keeping, and logistics processes
- Implemented an RMA process for in-house and external inventory returns
- Eliminated non-value adding legacy processes inherited through mergers and acquisitions

EDUCATION | CREDENTIALS

Bachelor of Science in Business Administration, Seminole State College, Orlando, FL   2010-2015