

Chris Luehmann

Using Technology to Solve Businesses' Biggest Problems

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EXPERIENCE

TireHub, Dunwoody, GA — Senior Technical Business Analyst

FEBRUARY 2022 - PRESENT

- Coordinated Quarterly Product Roadmaps based on Business and Departmental Priorities Resulting +90% achievement of departmental quarterly goals
- Designed Automated Customer Onboarding process with automated logistics route assignment, credit establishment reducing onboarding times from a week to 15 minutes
- Built customer Self-Service offerings including Order Tracking, Return Initiation, Financial Documentation Retrieval, reducing Customer Service call objectives by +34%
- Implemented an Industry Leading loyalty program with point accrual, partner service redemption, and dashboards for dealers to compare benchmark metrics to local and national competitors

TireHub, Dunwoody, GA — Technical Business Analyst

JUNE 2018 - FEBRUARY 2022

- Founded eCommerce B2B site from pre-startup MVP to industry leading eCommerce solution facilitating millions of units annually
- Designed a system that highlights and discounts slow moving and discontinued inventory reducing stale inventory SKUs
- Established and managed Project and Work Management solution used company wide

Bennett Thrasher, Cumberland, GA — Senior Developer

JULY 2017 - JUNE 2018

- Primary Developer and Technical Resource for both Internal and External clients
- Designed and implemented a system to auto-generate tax documents for hundreds of entities containing thousands of documents

Bennett Thrasher, Cumberland, GA — Developer

MARCH 2015 - JUNE 2017

- Designed and maintained client custom applications and IT Infrastructure
- Implemented and designed custom integrators with large-scale ERP systems

SKILLS

Business Analysis, Requirements Elicitation, Business Requirements, Business Process Optimization, SDLC, Customer Relationship Management (CRM), Agile Methodologies, Product Ownership, Roadmapping, Business Case Creation, BPMN, Process Diagram

WHO AM I?

Passionate, Approachable, Adventurous, Technical Team Member Focused on Optimal Solutions in a Nebulous World of Technical Requirements and Business Objectives.

EDUCATION

The University of Alabama, Tuscaloosa

Master of Business Administration (MBA) - Strategy & Development

2012 - 2014

The University of Alabama, Tuscaloosa

Bachelor of Arts (BA)

Anthropology, Biomedical

2008 - 2012

AWARDS

Hubber of the Year - Speedy

TireHub, 2021

APPLICATIONS

- Atlassian Suite
 - Jira | Confluence | StatusPage
- Jira Service Management | JQL
- Adobe Magento
- MSFT SQL | MySQL | Aurora
- Microsoft Dynamics CRM
- Figma | Zeplin
- Draw.io | Microsoft Visio
- MSFT PowerBI | Tableau
- Epicor P21 | Microsoft NAV
- GitHub | Docker | VS Code
- Adobe Creative Cloud