Dante Dunn

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Skills

- System Analysis | Capability Mapping | Software Testing | Power BI | Splunk | Excel | Azure DevOps | Confluence | ServiceNow |
- Agile | SDLC | CI/CD | PO/PM | Demo | UAT | BPMN | Incident Support | Data Analysis | Training | Negotiate and Influence |

Experience

Senior Business Analyst (Technical)   **Rocket Mortgage**   **Detroit, MI | 06/2015 – Current**

- Project EVA
    - Collaborated with cross-functional teams including engineering, contractors, legal and business operations to launch an automated call prompt service powered by AI (IBM Watson), resulting in a 15% reduction of team member outbound calls to interactive voice response systems
    - Designed the PRD (Project Requirements Document), led work breakdown sessions, executed functional software testing, provided technical support, regular communication updates and training to stakeholders
- PIQ RM to RM Project
    - Successfully aligned insurance business processes with enterprise technology goals by transitioning Progress-based processes to .NET services, contributing to a "Key Result" of an enterprise-level Objective
    - Leveraged PMP certification to apply project management best practices, ensuring the project stayed within scope and on schedule
- Fannie Mae GSA/LDP Project
    - Negotiated scope with stakeholders and led the implementation of a cross-functional solution by leading software engineers, government contractors, product managers and database engineers, resulting in the complete elimination of re-work for the GSA vendor process
- California FAIR Plan/Wildfire Insurance Project
    - Influenced and oversaw the project from requirements gathering, design, development, testing, business training, deployment, and maintenance, essentially bringing over 250,000 loans within compliance and investor guidelines
- Condominium Master Policy Insurance Project
    - Led the development of a new GUI that streamlined carrier policy data collection by auto-populating information based on an HOA's address, reducing manual input by 60 keystrokes, and improving efficiency metrics by 13%
    - Partnered with stakeholders to define acceptance criteria and led work breakdown meetings with the Dev team. Drafted the Product Requirements Document (PRD), executed functional testing, developed a business training one-pager, facilitated user acceptance testing (UAT), and conducted training for business teams and leadership
- Mentorship and Team Development
    - Mentored 22 team members, enhancing their technical skills, analytical skills, and business acumen
    - Design and led feedback workshops, knowledge-shares, and SWOT analysis to foster continuous improvement
    - Provided detailed reviews of documents, functional testing, and technical configuration changes to ensure alignment with business requirements and project objectives

Education

Northwood University

BA: Business Administration

Project Management Institute

Project Management Professional Certification (PMP)