**KOBBY PREMPEH**

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**BUSINESS ANALYST | CONSULTANT | AGILE | CLEARABLE**

Dynamic and results-driven interpersonal and team building business analyst showcasing 4 years of proven expertise. Proficient in effectively navigating agile and waterfall environments, skillfully leveraging these methodologies to propel strategic initiatives forward. Possessing a thorough comprehension of the Software Development Life Cycle (SDLC), spanning requirements analysis, design, business process modeling, implementation, and deployment.

* **Technical Skills:** Advanced proficiency in Microsoft Office (Microsoft Teams, Word, Microsoft Excel, Microsoft PowerPoint)**,** Microsoft Visual Studio, SharePoint, Visio, Microsoft Project, SharePoint, Confluence, JIRA, Azure DevOps, SQL Queries, Oracle Cloud Experience, Google Sheets, Microsoft applications (Office 365 and SharePoint),Scaled Agile -SAFe Agilest, Agile Project Management, Business Analysis, Agile (Scrum / Kanban), User Acceptance Testing/Manual Testing,Training Scripts, Training Material, ServiceNow,QGIS,Process Mapping
* **Certified ScrumMaster® (CSM®)**

**PROFESSIONAL EXPERIENCE**

**Business Analyst/ Assistant Project Manager**

**Artech Information Systems L.L.C./ Accenture Arlington, VA 01/2023-Present**

**Achievements**

* Led daily stand-ups and bug triage meetings in the absence of the Scrum Master, ensuring smooth and efficient team operations. This resulted in a reduction in blockers and improved sprint delivery timelines by.
* Collaborated with two product owners to conduct backlog grooming sessions, prioritizing tasks based on business needs and technical feasibility. Implemented a new prioritization process that increased task completion.
* Applied problem-solving skills to analyze and resolve business operation issues, including process bottlenecks, resulting in an increase in team productivity and fewer project delays.
* Collaborated with project managers and technical teams to ensure common understanding of requirements through detailed walkthroughs and user story documentation, enhancing project clarity and reducing misunderstandings.
* Worked with project managers to forecast project financial outcomes based on performance, resulting in more accurate budget planning and improved financial tracking for ongoing and upcoming projects.
* Facilitating project meetings, preparing meeting notes, and following up on action items.
* Tracking project progress, monitoring milestones, budgets, and deadlines to ensure alignment with project goals.

**Duties**

* Developed tracking and reporting mechanisms that improved project tracking by 20%, facilitating better project

management and enabling more timely interventions when issues arose.

* Conducted user acceptance testing (UAT), identifying and resolving critical issues before project go-live, and

provided ongoing support during post-implementation phases, leading to a smoother transition.

* Contributed Joint Application Design (JAD) sessions with Subject Matter Experts (SMEs) and QA Analysts,

resulting in the development of detailed functional and technical requirements that aligned business needs with

project outcomes.

* Analyzed business data using GIS and GE visual intelligence to optimize lidar performance, delivering data-driven

insights that improved project outcomes and increased client satisfaction.

* Providing support to project managers and team members, especially during high-pressure project phases.
* Communication: Serving as a point of contact between team members, stakeholders, and vendors.
* Scheduling and planning projects coordinating project timelines, meetings, and deliverables with project manager and documentation, managing project-related documents, reports, and updates.

**Environment: SharePoint, MS Office, Agile, Azure DevOPS**

**Business Process Analyst**

**ManpowerGroup/ Micron Technology Manassas, VA 12/2021-09/2022**

**Achievements**

* Proactively monitored and optimized Key Performance Indicators (KPIs) such as process cycle times and error rates, identifying improvement opportunities that led to a decrease in process errors and a faster cycle time.
* Conducted training sessions and performance reviews on newly implemented processes, gathering post-implementation performance data to continuously optimize workflows and improve organizational efficiency.
* Orchestrated seamless customer support operations by implementing process improvements, reducing response time and improving client satisfaction scores.
* Revamped collections processes, applying process improvement and test-and-learn strategies to identify inefficiencies and improve collections workflows, resulting in a 15% increase in recovery rates.
* Liaised between stakeholders, and development teams to align project objectives, ensuring seamless integration of process improvements in workflows. Identified inefficiencies and recommended process improvements that reduced workflow delays.

**Duties**

* Documented and reviewed evolving business processes, providing recommendations for process improvements

and detailed project plans. Facilitated the implementation of changes, contributing to an increase in departmental

goal achievement.

* Facilitating workshops or meetings to collaboratively create or refine process maps and align teams on process flow.
* Working with various departments to gather input for accurate process mapping and to validate process accuracy.
* Regularly reviewing and revising process documentation to reflect new standards or project changes.

**Environment: SharePoint, MS Office, Agile, MS Visio, Lucidchart, JIRA**

**EDUCATION**

**Bachelor of Science- Information Technology**

Charter University