

Enrique Morales

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Professional Summary

Results-oriented Senior Business Analyst with over 5 years of experience in process improvement, Agile methodologies, and digital transformation across industries such as finance, technology, manufacturing, supply chain management, and healthcare. Skilled in driving efficiency, improving workflows and delivering business solutions through strong analytical and technical expertise. Proven ability to collaborate with cross-functional teams, align project goals with business objectives, and deliver high-quality results.

Core Competencies

- Agile (Scrum, Kanban)
- Business Analysis Artifacts (Process Flows, Data Diagrams, User Stories)
- Stakeholder Communication & Management
- Test Strategies & Quality Assurance
- Process Automation & Optimization
- Data Analysis & Reporting (Power BI, Tableau, SQL)
- Tools: Jira, Azure DevOps, Draw.io, Miro, Lucidchart, Postman
- Programming: Python, SQL, Selenium, JavaScript.

Languages

- Spanish (Native speaker)
- English (C1)

Experience

Business & Quality Assurance Analyst, LEAN SOLUTIONS GROUP – Pompano Beach, Florida, USA Apr. 2023 – Dec. 2024

- Led process improvement initiatives, increasing workflow efficiency by 30
- Streamlined processes across multiple departments, reducing operational costs by 20
- Improved functionality and user experience of management platforms, enhancing accessibility across six key departments.
- Collaborated with cross-functional teams to ensure alignment with organizational goals.
- Identified and documented software defects, improving resolution times by 40% through the effective use of a bug tracking system.
- Designed and executed test cases, leading to a 35% reduction in regression testing times.
- Streamlined the ticket approval process, enhancing the overall quality assurance workflow.

Business Analyst, GLOBANT Oct. 2021 – Oct. 2023

Client: Walt Disney Company – Orlando, Florida (USA)

- Led the development and implementation of a Middleware platform, improving data flow and efficiency across Disney's supply chain by 40%.
- Collaborated with stakeholders to gather requirements, define user stories, and ensure on-time, within-budget project delivery.
- Improved data accuracy by 37% and processing speed by 74%, enabling better decision-making and operational efficiency.

Client: UPS Air, Project in partnership with Ernst Young (EY) – Tennessee, Nashville (USA)

- Developed a digital platform to automate the tax return process for 46 states, reducing processing time by 80%.
- Automated tax calculations, ensuring compliance and reducing workforce needs by 72%.

Client: Niubiz, (Perú)

- Developed a mobile and web platform supporting 400K+ monthly transactions.
- Improved real-time sales tracking and KPI dashboard generation, enhancing customer satisfaction by 30%.

Key Responsibilities:

- Documented requirements through user stories and acceptance criteria.
- Managed project scopes, timelines, and deliverables.
- Led Agile ceremonies and roadmap creation for project success.

Continues Improvement Senior , AJE GROUP	Jun. 2021 – Nov. 2021
Project And Process Transformation , INTERBANK	Apr. 2018 – May. 2021
Management systems project assistant , ACI PROYECTOS	Nov. 2017 – Apr. 2018
Planning And Production Trainee , Jimenez's Industrial Engineering	Apr. 2017 – Oct. 2017

Education

Universidad Tecnológica del Perú , Lima, Perú Bachelor's degree in industrial engineering	May. 2013 – Dec. 2017
UC Berkeley Haas School of Business , online Digital Transformation	Apr. 2020 – Aug. 2020
MIT, Professional Education , online Cloud & DevOps	Aug. 2020 – Oct. 2020
Scrum Alliance , online Product Owner	Jul. 2020 – Sep. 2020

Projects

Analyzing Global and Country-wise Trends of COVID-19 Cases

- Developed a Python-based project to analyze and visualize COVID-19 data, utilizing powerful libraries like Pandas for data manipulation and NumPy for numerical operations. The project processes and aggregates data by country and date, allowing for comprehensive insights into the pandemic's progression.
- Tools Used: Python, Pandas, Numpy, Matplotlib and Scikit-learn.

Music App

- This is a music player web application, built using HTML, CSS, and JavaScript. It features a user-friendly interface with core functionalities like music playback, playlist creation and management, and a search bar for discovering new music. This project aims to demonstrate basic web development skills and explore fundamental music player concepts.
- Tools Used: JavaScript, HTML and CSS.

Technologies

Data Analysis: SQL, Python (Pandas, Numpy, Matplotlib, Scikit-learn), Spyder 6

Data Visualization: PowerBI, Tableau, Looker

Web Development: JavaScript, TypeScript, HTML5, CSS