**Eric J. Penn**

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**Home Address**

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**Executive Summary**

Proven business analyst with experience working directly with clients on-site to gather and modify requirements as necessary to ensure a successful project. Succeeded in multiple areas of implementation cycles on projects by meeting tight deadlines constantly and providing the necessary requirements and scope to give the business’s end users a proficient error-free system to better perform their everyday activities

**Work Experience**

**Friends Body and Repair Auto Shop**, Birmingham, AL 2017 - 2019

*Assistant Mechanic and Technical Support*

* Assisted mechanics with developing KPIs, improving data integrity, and designing insightful reports
* Implemented software to enable better client relations and financial accuracy for long term business
* Improved processes for sales/work orders for faster checkouts and management
* Enhanced workflow by removing out dated processes and providing a database to store customer values

**Infosys Ltd,** Atlanta, GA 2014 - 2017

*Business Analyst*

* Worked as an on-site functional consultant operating directly with clients and my team to create, modify, and finalize requirements and follow them up during the project life cycle
* Performed multiple elicitation techniques such as brainstorming with stakeholders, interviewing managers, and surveying workers to solve issues in a way beneficial to both the business and workers
* Served as a liaison between business partners and the project team by presenting information through dashboards and reports detailing project roadblocks, KPI successes, deadlines, and overall status reports to reduce transparency and slowdowns
* During implementation/execution, provided resources and training materials to both super users and workers as well as scheduling and overseeing educational classes for the workers with responsibilities in the system
* Issued multiple user acceptance test cases in identifying critical issues and workarounds for custom functionalities
* Provided sets of day in the life scenarios to assist in mirroring legacy system functionality for workers in SAP
* Experience following multiple methodologies including Scrum, Waterfall and Incremental in project development
* Experience providing SQL query reports to the business using SAP to highlight business driven fields
* Used several tools such as HPQC to ensure quality data and standards
* Used MS Visio to create ERDs, business process models, flow diagrams, as-is and to-be diagrams

**Education**

**Georgia Southern University**, Statesboro GA 2014 *­Bachelor of Business Administration in Information Systems*

* Minor: Information Technology Emphasis: Logistics
* ­Cumulative GPA 3.40

**Key Skills**

* Experience working throughout multiple end-to-end business scenarios (procure-to-pay, quote-to-cash, order-to-cash)
* Proficient in using Microsoft Office and advanced experience with Microsoft Excel, Visio, and Access
* Experience with using Hewlett Packard Quality Center in managing requirement issues, SAP module issues and consolidating data for reports
* Experience working directly with users to gather information about possible test cases and fixes to the system