

IHEANYI EKWEGHARIRI

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SKILLS

Professional – Project Management – Data Analysis – Relationship Management – Stakeholder Relations – Product Management – Product Design – Journey Mapping – UAT Testing – SDLC – (Agile, Scrum, Waterfall, Kanban) – A/B Testing – IT Infrastructure
Programming – HTML/CSS – JavaScript – XML – Flutter – Git – GitHub – Mobile Application Development
Product Development – Postman – API – Jira – Jira Align – Figma
Data Analytics – Python – SQL – PeopleSoft – Adobe Analytics – Google Data Studio – Tableau – Google Analytics – Web Analytics

WORK EXPERIENCE

NCR Corporation

Sr. Business Analyst

Remote

Feb 2022 – July 2022

- Led cross functional team to integrate multiple e-Commerce projects supporting the merchant gateway, authorization engine, and accounting services for payment processors.
- Designed end to end Agile/Scrum methodology for technology projects and worked with internal stakeholders and customers to incorporate feedback into application.
- Created insightful user journey maps using Figma based on defined requirements for customer funded business models.
- Researched market opportunity and defined customer segmentation and value proposition, as well as the pricing, licensing, and marketing and sales content.
- Developed lean business cases to select a client's authentication level based on their fraud detection and payment systems.

Samsung Electronics of America

Dallas, TX

Technical Business Analyst II

March 2020 – March 2022

- Developed and prioritized Product Roadmap for mobile applications with developers aligning the product vision with the market needs and business strategy.
- Worked with cross-functional teams on product development from planning, requirement gathering, development, testing, deployment, and performance measurement..
- Assessed overall technology needs, devised methodologies for data infrastructure, automation, and compliance. Managed technical specifications including flows and documentation.
- Created detailed technical and user documentation, deployed new software through (monthly/quarterly) product releases, and managed issue resolution.
- Identified client training needs, created training plans, developed training materials and conducted training sessions that drives system adoption.
- Promoted after 4 months from Technical BA to **Mobile Application Developer** due to technical knowledge and background, adding the responsibilities below:
- Identified and debugged code, provided research support and business expertise to the engineering team.
- Designed and developed LMS mobile application with 3rd party software integrations as a web team liaison for all inter-departmental and customer facing portals.
- Expanded features, refined code to upload content, and drastically improved product knowledge of sales team.
- Managed production support process. Monitored the concurrent requests, call/ticket handling and production support.
- Completed validation of initial development requirements through feedback gather and user testing. Conducted user testing for initial developed feedback and ensured design meet customer requirements.

Aririson LLC

New York, NY

Founder: e – Commerce Consultant

June 2018 – Feb 2020

- Performed dual roles as business analyst and project manager for multiple projects (IT and business related) within the scope of the program, and including individual based projects to deliver customer – facing IT solutions using Scrum practices.
- Launched Operational Insights (Web & Mobile), created forecasts and metrics reporting in Tableau, defined Product Strategy, Customer acquisition, and Go-To-Market.

Rally Ourbus

New York, NY

Technical Business Analyst

August 2017 – May 2018

- Designed a data transformation process that increased the business efficiency by 20% while working with the CEO to model, analyze and build an innovative set of metrics (KPIs) and evaluation categories.
- Facilitated project meetings and global cross-functional teams in solving technical problems related to iOS/Android applications and user experience using JIRA Software for timeline management, issue tracking and security incident reporting.
- Leveraged understanding of business process lifecycle and technology to evaluate the impact of new project requirements ensure integrity throughout the entire process.

EDUCATION

Rutgers University, Piscataway NJ: *Information Technology*