IHEANYI EKWEGHARIRI

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SKILLS

Data Analysis – Relationship Building – Stakeholder Relations – Product Presentation – User Acceptance Testing – QA
Software Development Lifecycle – Project Lifecycle Management – Agile – Scrum – Waterfall – Kanban – A/B Testing – IT Infrastructure

TECHNICAL SKILLS

Python – SQL – Database Management
HTML/CSS – JavaScript – XML – Flutter – Mobile Application Development
Git – GitHub – Jira – Figma – Postman – API
Adobe Analytics – Google Data Studio – Tableau – Google Analytics – Web Analytics

WORK EXPERIENCE

NCR Corporation   **Remote**
Sr. Business Analyst (Contract)   *Feb 2022 – July 2022*

- Integrated multiple e-Commerce projects that supported the merchant gateway, authorization engine, and accounting services of payment life cycle.
- Developed lean business cases to select a client's authentication level based on their fraud detection and payment systems.
- 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.

Samsung Electronics of America   **Remote**
Mobile Application Developer (Promoted due to technical background)   *June 2020 – April 2022*

- 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.
- Monitored the concurrent requests, call/ticket handling and production support.
- Conducted user testing for initial developed feedback and ensured design meet customer requirements.

Technical Business Analyst II   *March 2020 – April 2022*

- Prioritized Product Roadmap with developers aligning the product vision with the market needs and business strategy.
- Managed issue resolution for mobile applications and deployed new software and product releases.
- Worked with cross-functional teams on product development from planning, requirement gathering, development, testing, deployment, and performance measurement. Created detailed technical and user documentation.
- Assessed overall technology needs, devised methodologies for data infrastructure, automation, and compliance. Managed technical specifications including flows and documentation.
- Identified client training needs, created training plans, developed training materials and conducted training sessions that drives system adoption.

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*