

# IHEANYI EKWEGHARIRI

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## SKILLS

**Professional:** Product Management – Data Analysis – Relationship Management – Stakeholder Relations – Product Design – Journey Mapping – UAT Testing – SDLC – (Agile, Scrum, Waterfall, Kanban) – A/B Testing – IT Infrastructure

**Product Development:** Postman – API – Jira – Jira Align – Confluence – Figma

**Data Analytics:** Python – SQL – PeopleSoft – Adobe Analytics – Google Data Studio – Tableau – Google Analytics – Web Analytics

**Programming:** HTML/CSS – JavaScript – XML – Flutter – Git – GitHub – Mobile Application Development

## WORK EXPERIENCE

### **NCR Corporation**

**Remote**

#### **Sr. Business Analyst**

*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.
- Identified and debugged code, provided research support and business expertise to the engineering team.
- Designed and developed LMS mobile application with 3<sup>rd</sup> 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*