

KIM SIENG

Baton Rouge, LA | kimsuonsieng@gmail.com | (504) 912-1897

PROFESSIONAL EXPERIENCE

DXC Technology Company

Baton Rouge, LA

March 2022 – Present

- *Business Analyst, Insurance Software and BPS*
 - Utilize ERP systems in cross-functional teams to analyze complex business processes, identify deficiencies, and develop strategic recommendations resulting in a 15% increase in operation efficiency.
 - Consulted regularly with stakeholders and IT teams size consisting of 20 people to encourage streamline-communication and documented detailed business requirements, resulting in a 95% reduction in project scope changes.
 - Compiled 10-20 compliance-orientated business documentation, onboarding documents, and including impact and root-cause analysis, enhancing organizational knowledge and compliance.
 - Utilized SQL databases and data visualization tools such as Tableau and PowerBI to extract meaningful insights data, enabling data-driven decision-making.
 - Established comprehensive test plans and coordinated user acceptance testing (UAT), resulting in a 98% UAT pass rate.

International Business Machines Corporation (IBM)

Baton Rouge, LA

May 2021 – March 2022

- *Business Transformation Consultant*
 - Collaborated with stakeholders of a multi-billion-dollar financial firm to assess their current business processes, identifying areas for improvement, and developing transformation roadmaps aligned with IBM's methodologies and best practices.
 - Utilized financial frameworks such as Lean Six Sigma and Agile Finance to reduce billable cost-deficiencies by 30% for a private equity firm.
 - Conducted a team of 5-10 people for an analysis of performance metrics for 16 product lines, uncovering valuable insights and identifying pivotal improvement areas, leading to the successful execution of process enhancements and optimization strategies, resulting in substantial business gains.
 - Leveraged comprehensive metrics, Jira dashboards, and reports to form data-driven decisions for 16 product lines for delivering successful assessment of key initiatives for impacting quality assurance objectives.
 - Delivered quality assurance recommendations to key stakeholders, resulting in the seamless execution of the pilot phase and successful attainment of the subsequent contract segment worth over \$10m.
 - Effectively utilized Agile methodologies to oversee and coordinate 50+ Jira tickets daily, collaborating closely with the Scrum Master and Product Owner for the acquisition and validation of requirements for 100+ user stories.

Porteous, Hainkel & Johnson, LLP

Baton Rouge, LA

June 2019 – January 2020

- *Legal File Clerk*
 - Performed inspections of materials and files for correct placement, legibility, and condition. Also scanned incoming materials to determine classification.
 - Managed filing of 50+ case documents daily, improving the system by implementing Microsoft Office. Ensured prompt file retrieval and leveraged data analysis to optimize filing systems, resulting in efficient data entry.

EDUCATION

Louisiana State University – E.J. Ourso College of Business

Baton Rouge, LA

May 2021

- Bachelor of Science in Management Information Systems
 - Minor: Business Analytics
 - Relevant Coursework: Principles of Corporate Finance, Strategic Management (Corporate Strategy), Information Systems & Data Security (CISSP Prep Course), Information System Management (Tech Strategy), Info Systems Auditing (CISA Prep Course), Financial and Managerial Accounting

SKILLS

Certifications: SAFe 5 Scrum Master, Microsoft AZ500: Azure Fundamentals, AWS Cloud Practitioner

Technical Skills: Python, R, SQL, JavaScript, HTML, CSS, Tableau, PowerBI, Microsoft Office

Business Skills: Strategic Planning, Analysis, Process Improvement, Change Management

Languages: Bilingual (English & Khmer) – Business Fluent