

# Ryan Callaghan

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## PROFESSIONAL EXPERIENCE

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### **Boston Consulting Group**

**Chicago**

*Senior Knowledge Analyst – Customer Journeys*

May 2022 – November 2023

- Designed and facilitated cross-functional workshops attended by client leadership teams throughout the entirety of product design processes, from market research to feature design and value tracking to drive decisions around top-priority products and ensure alignment across business units
- Developed product roadmaps for customer-facing products and services, incorporating user personas, process improvements, contact channels, analytics suggestions, emerging technologies, and other elements to guide product launches for clients across Banking, Insurance, Enterprise Technology, Healthcare, Telecommunications, Industrial Goods, and Government
- Managed vendors and cross-functional stakeholders to build and deploy a gamified e-learning platform product for client delivery teams, source software tools to ensure desired learner impact, eliminate client onboarding delays, and drive improved outcomes for delivery engagements
- Recognized as Chicago's "Spotlighted Analyst" for June 2023 after supporting 40+ product strategy & design cases across 5 continents in first year with BCG

### **Deloitte Consulting**

**Chicago**

*Business Technology Analyst – Functional Lead*

March 2021 – April 2022

- Planned 20 sprints throughout two commercial SaaS (Software as a Service) releases to deliver desired functionality and user experience with an international development team
- Guided end-to-end digital transformation of existing patient support flows to better address patient needs despite functional and technical limitations, working across Medical, Design, and Engineering teams
- Wrote 500+ user stories for use by development, design, functional, and QA teams to build 150+ screen mobile health application
- Recognized as "Spotlighted Practitioner" for July 2021 for Life Science Consulting Group (~275M annual revenue)

*Business Technology Analyst – QA + Regulatory Lead*

November 2020 – March 2021

- Assembled dashboards and progress trackers for project stakeholders that were adopted across the broader client account of 10+ projects, as well as detailed reports, status updates, and software purchase proposals for client leadership
- Edited and reviewed automated testing scripts from offshore teams reducing response time to client inquiries from days to minutes, and executed comprehensive manual test protocols find critical bugs before FDA submission

### **Inspire Pro Bono Consulting – Sisters in Cinema**

**Chicago**

*Business Technology Analyst – Functional Lead*

May 2021 – September 2021

- Developed fundraising plan to increase non-profit program funding by >85% and >\$350k
- Configured CRM system to streamline lead discovery, increase online giving, and improve grant application success rate with a lead evaluation tool to qualify >40 donors with giving capacity of >\$25k

## EDUCATION

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### **Northwestern University**

**Evanston, IL**

*Bachelor of Arts in Computer Science and Economics*

June 2020

**Honors and Affiliations:** National Merit Scholar, Men's Club Lacrosse Captain, Project SOAR Executive Board

**Relevant Coursework:** Statistical Machine Learning, Behavioral Economics, Human Centered Design, Applied Data Science in Sociology, Natural Language Processing, Algorithm Design and Analysis, Data Science Pipeline