

# 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

- Assembled roadmaps for customer-facing products and services, incorporating user personas, process improvements, contact channels, analytics suggestions, emerging technologies, and other features to guide the development of new products for clients across Banking, Insurance, Enterprise Technology, Healthcare, Telecommunications, Industrial Goods, and Government
- Designed and facilitated cross-functional workshops attended by client leadership teams throughout the entirety of the product design process, from market research to feature design and value tracking to drive decisions around top-priority products and ensure alignment across business units
- Conducted extensive market research to inform market entry and product launch decisions, identify key performance indicators, discover differentiation opportunities, and prioritize feature backlogs
- Built and deployed a gamified e-learning platform product for client delivery teams, managing vendor development teams and sourcing software tools to ensure desired learner impact, eliminate client onboarding delays, and drive improved delivery outcomes
- 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
- 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