

SKILLS:

- Technical: User-support, UAT, blockchain, dataflows, development, APIs, data analysis, eCommerce, UX, CX, system integration, agile, waterfall, eCommerce, microservices
- Recent Technologies: SAP Hybris, Java, JavaScript, CSS, HTML, Spring boot, Postman, Docker, SharePoint, Jira, Confluence, Click Up, Salesforce CRM, PLSQL, Aha!, Figma
- Soft/Other: Technical and business writing and documentation, strong communication, research, testing, presenting, training, leadership, mentorship, teamwork, workshop support, cross-functional working, ad-hoc problem solving, project management, strategy and support

EDUCATION

North Carolina State University	Raleigh, NC
• Bachelor of Science, Science, Technology, and Society	December 2024, 3.5
Wake Technical Community College	Raleigh, NC
• Associate in Engineering, Science	December 2023, 3.5
• Associate in Applied Science, Computer Programming & Development	December 2018, 3.6
• Badging: Blockchain Ready, Blockchain Builder, Blockchain Developer	<i>Does Not Expire</i>

EXPERIENCE

Pearson, Associate Business Analyst	January 2022- Current
<ul style="list-style-type: none">• Responsible for acting as the co-lead BA for 4 successfully deployed projects in 6 months• Competently supported 10+ projects in 6-month timeframe• Created clear documentation of a variety of use-cases, testing, business needs, technical translations, or scenarios for more than 60% of supported projects and meetings• Reliably multi-tasks and time manages between no less than 3-5 projects simultaneously• Determines business functional and reporting requirements with key subject matter experts• Drives the solutioning of product needs and enhancements based on business and customer requirements, in partnership with the product manager, engineering team, and UX team• Produces project deliverables including user stories, detailed specifications, and project plans• Provides basic technology and business best practice guidance related to initiatives• Supports initiatives around business process development• Plans, coordinates, and participates in user acceptance testing as needed• Prioritize deliverables and milestone setting to achieve roadmap items• Partners with business stakeholders to identify and understand source data and outline data quality requirements and processes• Aids with project management and tracking through a variety of tools• Takes ownership and lead regular business review processes; responsible for putting together analysis and recommendations• Actively supports on strategy and content, user research, usability testing and analytics• Identifies areas of opportunity and trends in the industry to help support initiatives	

Pearson, Junior Business Analyst

August 2021- December 2021

- Established relations globally with no less than 15+ teams
- Appropriately time managed between 5 time-zones for effective communications
- Supported high-level estimations for total project story points and sprints during a 6-month period
- Gathered data on metrics such as feature usage, trends, adoption rates, product quality, team productivity
- Helped update user documentation and other user-facing documents including product-related portions of RFP responses
- Analyzed customer issues and communicated with team members to research problems and find solutions
- Confluence was used to create project scopes for the tech teams, squad BAs, and to reflect any conversations and questions between these teams
- Jira was utilized for backlog grooming, technical debt and bug tracking, and epic or ticket creation

Pearson, eCommerce Engineer Intern

June 2021- August 2021

- Developed 3 working APIs utilizing Java and Java Spring Boot
- Customized front-end store to incorporate functioning “Wish-list” icons and user page via JavaScript, CSS, and HTML within 15+ different classes within 10 weeks
- A pseudo database and supporting classes were also created to run this microservice on the local machine
- Within the headless storefront, Javascript was employed to create a Wishlist js and Wishlist jsp classes to create a customized wish list page for the customer and to grant them the visibility of their ability to add and remove products.
- CSS and HTML were formatted to adequately present the icons on the product and wish list page
- The microservice was contained and deployed in Docker with the intention of eventually deploying with AWS
- Postman was used to test the API endpoints and verify the HTTP status messages
- Firefox web dev and Inspect tool were used for CSS and HTML formatting on the headless store front.
- JUnit tests were created in attempts to break the code and correct any bugs that arose

Utility Metering Solutions, Junior Programmer Analyst

May 2020- May 2021

- Assisted in the creation, resolutions, and archival of over 90% of sites
- Accurately resolved client-side issues through the database with a task completion rate of 100%
- Led project as acting SI manager and IT with full project- cycle completion within 3 months
- Accurately and timely resolved client-side issues through the database and website, as well as facilitated current operations with data transformations and updates
- Assisted with users and other developers to determine the requirements and configuration
- Properly implemented construction of databases for new sites, sustained and maintained its tables and processes, and unerringly backed-up and archived them upon site completion
- Oversaw, created, and managed a full life cycle for an individual site project. Was responsible for establishing QA/QC, data collections via and individual site database, provide clean and accurate data to client on a weekly basis, and track analytics through Salesforce
- SharePoint and FTP were used for secure transfers while Jira and ClickUp utilized for team time and task tracking