

Samuel Sears

BUSINESS ANALYST

Profile

Innovative and Resourceful Business Analyst looking to leverage Data Science expertise. Experienced in working in a fast-paced, Agile environment. Strong ability to analyze data and communicate findings to colleagues and partners. Adept at implementing machine learning solutions within team processes.

Employment History

Senior Business Analyst, Concentrix Catalyst, Remote

AUGUST 2021 — PRESENT

- Advises on Agile best practices
- Conducts workshops and interviews to gather business requirements
- Documents business requirements as user stories
- Refines and clarifies user stories with agile team
- Mentor junior business analysts

Agency Digital Assistant - Business Analyst - Sr. Consultant, Allstate, Remote

AUGUST 2019 — AUGUST 2021

- Utilizes AWS Lex to create chat bot interaction model architecture
- Leverages Python for NLP, text mining, and data analysis
- Designs chat bot conversation flows
- Coordinates with Business and Technology partners to gather requirements
- Builds the Agile team's backlog

Virtual Assistant for Agencies - Emerging Technology Analyst, Allstate, Lincoln

SEPTEMBER 2018 — AUGUST 2019

- Represented business area as subject matter expert
- Collaborated with Agile team for user story creation and updates
- Assisted UX in research and review of end-user conversation data
- Partnered with testers to ensure product functionality

ALR Process Mastery Team - Business Process Consultant, Allstate, Lincoln

DECEMBER 2017 — SEPTEMBER 2018

- Collaborated on multiple projects at once, both as a business stakeholder and SME
- Managed Contact Center communications
- Created and updated resources used throughout business
- Lead the roll out of KCS methodology to the Contact Center

ALR Agency Services Contact Center Associate, Allstate, Lincoln

OCTOBER 2015 — DECEMBER 2017

Details

225 N Cotner Blvd Apt 224
Lincoln, NE 68505
402-452-4243
ssears219@gmail.com

Links

[LinkedIn](#)

[GitHub](#)

Certifications

PMI Agile Certified Practitioner
Certified SAFe® 4 Agilist
LUMA Institute Certified
Practitioner

Skills

Statistics

Data Visualization

Data Mining

Machine Learning

AWS Lex

Python, R, VBA

Jira, Azure DevOps, VersionOne

Education

MS in Data Science, Bellevue University

Graduated 2021 with 4.0 GPA

BS in Business Administration, Nebraska Wesleyan University

Graduated 2019 with High Distinction

University of Nebraska at Omaha

AUGUST 2011 — AUGUST 2015

Completed 76 credits towards BS in Mathematics and Business Administration

Completed Calculus, Differential Equations, Abstract Math, Linear Algebra

Multiple Chancellor's List and Dean's List awards

Millard West High School

Graduated 2011 with 4.17 GPA

Top 10% of Class

References

Selena Ware, former manager at Allstate

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Issacc Lakes, former colleague at Allstate

980-226-7335