

# SUNG LEE

Bristow, VA | (410) 365-2179 | [sung.m.lee23@gmail.com](mailto:sung.m.lee23@gmail.com)

GitHub: <https://github.com/sunglee23>

U.S. Citizen | Active IRS MBI Clearance

## BUSINESS ANALYST | TECHNICAL WRITER | FEDERAL IT DELIVERY

Strategic and results-driven Business Analyst with 5+ years supporting DoD and IRS digital modernization programs. Adept in Agile/Scrum delivery, functional decomposition, business process modeling, and requirements lifecycle management. Skilled in translating mission objectives into user stories, facilitating sprint cycles, and aligning development teams with stakeholder priorities. Clearance-ready and proven across secure federal environments.

### CORE COMPETENCIES:

- **Requirements Gathering & Analysis** – Stakeholder interviews, user stories, BRDs
- **Process Improvement & Workflow Optimization** – SOPs, BPMN diagrams, Lean principles
- **Agile/Scrum & SDLC Methodologies** – Sprint planning, retrospectives, backlog grooming
- **Technical & Functional Documentation** – JIRA, Confluence, Salesforce, SharePoint, MS Word
- **Stakeholder Engagement & Communication** – Client briefings, team facilitation
- **Data Visualization & Analytics** – Power BI, Excel dashboards, SQL basics
- **UAT Testing & Support** – ServiceNow Ticket Management, Test script design, release readiness
- **Section 508 Compliance** – Accessible content for federal training and documentation
- **Federal Proposal & Contract Support** – RFP responses, compliance matrices

### PROFESSIONAL EXPERIENCE:

#### Business Analyst / Technical Writer

05/2024 – 05/2025

*IRS DDMS Program - iTech AG | Remote - Arlington, VA*

- Led Agile-based requirements gathering and backlog refinement for IRS Enterprise Services Front Door (ESFD) modernization.
- Facilitated sprint planning and stakeholder workshops to decompose epics into actionable features and user stories.
- Authored SOPs, BRDs, user guides, and training content, increasing adoption and reducing support inquiries by 25%.
- Managed and triaged user requests via ServiceNow, aligning cross-functional teams to resolve technical issues.
- Developed UAT test cases and BPMN diagrams to streamline acceptance testing and validate release readiness.
- Created Power BI dashboards to provide insight into KPIs and system usage, informing leadership strategy.
- Provided change management and training support to ensure smooth onboarding of new ESFD features.

#### Business Analyst

05/2019 – 05/2024

*OBXtek – Department of Defense Program | McLean, VA*

- Gathered and analyzed operational and mission requirements from DoD stakeholders; translated findings into functional specifications and user stories using JIRA and Confluence.

# SUNG LEE

Bristow, VA | (410) 365-2179 | [sung.m.lee23@gmail.com](mailto:sung.m.lee23@gmail.com)

GitHub: <https://github.com/sunglee23>

U.S. Citizen | Active IRS MBI Clearance

- Planned and facilitated Agile ceremonies, including sprint planning, backlog refinement, and retrospectives, to support iterative product development and delivery.
- Prepared technical documentation, training manuals, and knowledge articles, ensuring all materials were Section 508 compliant.
- Created detailed reports and dashboards using Microsoft Excel and Power BI to track staffing allocations, proposal readiness, and project metrics.
- Contributed to the development of technical proposal content, compliance matrices, and past performance documentation for federal acquisitions including DoD GENM-O and IRS task orders.
- Supported program operations by aligning proposal responses with solicitation requirements and assisting in content coordination across multiple departments.

## Lead Business Development & Talent Acquisition Partner

04/2018 – 04/2019

**Catapult Solutions Group** | Reston, VA

- Delivered staffing strategies for DHS, DOJ, and DoD contracts, ensuring resource availability for kickoff readiness.
- Aligned staffing structure and labor categories with federal contract types including T&M and FFP models.
- Provided compliance-driven documentation for pricing inputs and federal resume submissions.

## EDUCATION & CERTIFICATIONS:

### Education:

- **M.S. in Instructional System Design**, George Mason University, 2014  
Applied expertise in Section 508-compliant documentation and federal training content.
- **Bachelor's Degree in Business Management** – University of Phoenix, 2011

### Certifications:

- ITIL V3 Foundation
- Microsoft Certified: Specialist, MCP, MCTS
- Agile Fundamentals & Scrum Overview
- Section 508 Accessibility Training

### Clearance:

- IRS MBI (Minimum Background Investigation) – Active  
Eligible for additional federal security clearance requirements.