

SUNG LEE

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

U.S. Citizen | Active IRS MBI Clearance

PROFESSIONAL SUMMARY:

Strategic Business Analyst with experience delivering scalable, compliant solutions for federal agencies, including IRS and DoD. Proven in aligning technical delivery with mission objectives, driving workflow optimization, and authoring high-impact documentation under Agile frameworks. Known for enhancing service delivery, reducing operational friction, and supporting successful federal proposals.

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** – Confluence, SharePoint, MS Word
- **Stakeholder Engagement & Communication** – Client briefings, team facilitation
- **Data Visualization & Analytics** – Power BI, Excel dashboards, SQL basics
- **UAT Testing & Support** – Test script design, defect triage, 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

iTech AG | Arlington, VA

Contract: IRS DDMS (Internal Revenue Service Demand & Data Management Support)

- Led requirements gathering and workflow documentation for IRS Enterprise Front Door (ESFD) application modernization.
- Authored SOPs, BRDs, user guides, and training materials, boosting user adoption and reducing support tickets by 25%.
- Managed and triaged service requests in ServiceNow, streamlining resolution across internal teams.
- Designed UAT test scripts and BPMN workflows, increasing release readiness by 35% across IRS ESFD modernization.
- Created and maintained Power BI dashboards, delivering actionable performance insights to IRS stakeholders.

Business Analyst

08/2021 – 05/2024

OBXtek | McLean, VA

- Partnered with DoD stakeholders to define requirements, creating user stories and documentation using JIRA and Confluence.
- Developed training materials and knowledge base content aligned with Agile sprints and Section 508 compliance.
- Supported proposal development by drafting past performance narratives and compliance matrices for federal solicitations.

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Lead Talent Acquisition & Business Development Analyst

05/2019 – 08/2021

OBXtek | McLean, VA

- Built KPI dashboards for recruiting and diversity metrics using Excel and Power BI, improving executive reporting.
- Tracked opportunities in iCIMS CRM and supported capture strategies for multiple RFPs.
- Contributed documentation to 3 winning proposals, including IRS, DoD Army RITS and GENM-O contract awards.

Talent Acquisition Partner

04/2018 – 04/2019

Catapult Solutions Group | Reston, VA

- Successfully placed 15+ cybersecurity professionals in roles supporting DHS, DOJ, and DoD contracts.
- Enhanced client engagement by delivering custom talent briefs and proposal staffing strategies.

Talent Acquisition Specialist

05/2016 – 03/2018

Aerotek | Fairfax, VA

- Cut time-to-fill by 20% through optimized intake sessions and better alignment with hiring managers.
- Oversaw full-cycle recruitment for high-volume positions, maintaining a candidate pipeline of 50+ hires.

EDUCATION, CERTIFICATIONS, TRAINING & SECURITY CLEARANCES:

Education:

- **M.S. in Instructional System Design**, George Mason University – Applied in developing 508-compliant training for IRS and DoD users, 2014
- **Bachelor's Degree in Business Management** – University of Phoenix, 2011

Certifications & Training:

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

Security Clearance:

- IRS MBI (Minimum Background Investigation) – Active