

# Robert T. Hartley

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Languages: English/Japanese

## Experience

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Business Analyst/Product Manager - Rakuten Group Inc. (Tokyo, Japan) *June 2021 - Present*

- Conduct daily business analysis activities for one of Japan's top ecommerce businesses
- Collaborate with IT team and stakeholders to produce process flow diagrams, architecture diagrams, and decision trees for key stakeholder meetings
- Map out issues and risks, and implement preventive measures
- Conduct market analysis and gather requirements for companywide projects

Business Analyst - Netcracker Technology Corp (Tokyo, Japan) *September 2019 - April 2021*

## Projects

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Rakuten Service Incentive Project - SaaS/BaaS *(March 2022 - Present)*

Rakuten Data Governance Project - Internet Security *(June 2021 - March 2022)*

Rakuten Mobile Network - Telecommunication *(September 2019 - April 2021)*

Teams: B2C TBAPI AI Chatbot, B2C Product Information Management, B2B Contract Management, B2C Contract Management

- Utilize IIBA recommended business practices to conduct BA activities in CM/PIM/TBAPI
- Prepare documents for workshops and hold elicitation and collaboration activities with customers
- Manage requirements and update designs on Azure/Enterprise Architect/Excel
- Update functional capabilities documents daily
- Run document analysis workshops with stakeholders to explain NC's OOB solutions and identify areas for improvement or additional functional requirements to customize the solution

## Certifications

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Entry Certificate in Business Analysis™ - International Institute of Business Analysis™ (November 2020)

- Certification ID: 25204040
- Link: <https://badges.iiba.org/8e1f4f09-d17d-46f3-b379-c2be739e590e>

## Technical Skills

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- Business Analysis: Adobe Creative Cloud, Figma, JIRA, Microsoft Office, Trello, MySQL Workbench, Tableau
- Data Analysis: Anaconda, Jupyter Notebook, SQL, Excel
- Programming Languages: JavaScript, Python, SQL
- Other: GitHub/Git, Visual Studio Code

## Education

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- Washington State University - Pullman, WA (August 2015 - May 2018) Bachelor of Arts in Digital Technology and Culture Relevant courses: DTC 356 Information Structure, DTC 354 Digital Story Telling, DTC 478 Usability and Interface Design
- Skagit Valley College - Mt Vernon, WA (August 2013 - June 2015) Associates of Arts General Transfer
- Coding Dojo - Seattle, WA (November 2018 - March 2019) Relevant Courses: Python Stack, C# ASP.Net, MEAN Stack, Web Fundamentals, Algorithms/Methodologies