***Professional Summary:***

Strategic and resourceful Senior IT Business Analyst with a proven ability to turn ambiguity into clarity and complexity into actionable results. I bring over a decade of hands-on experience bridging the gap between business and technology—streamlining fulfillment, optimizing systems, and driving millions in client value. What sets me apart is my relentless focus on transformation through precision outlined in the projects section.

I don’t just gather requirements—I challenge them. I don’t just support transitions—I lead them with cross-functional insight, process innovation, and full-cycle ownership. My background spans logistics tech, ecommerce integrations (Shopify, JDE, OTM), and data analytics, but my greatest asset is empathy—knowing how to build systems and solutions that truly support both business outcomes and the people using them.

If you're looking for someone who aligns technology with strategy, simplifies the complex, and drives measurable impact across every phase of a project—I’m that hire.

***Work Experience***

*PFSWEB NOW GXO*

**Sr. IT Business Analyst**November 2018 – November 2024

Served as the strategic bridge between business operations and IT, leading cross-functional initiatives to enhance fulfillment systems, streamline integrations, and optimize client onboarding. Collaborated with developers, analysts, and stakeholders across multiple platforms (JDE, OTM, Shopify, ProShip) to drive process innovation and reduce support overhead.

* **Helped retain three major clients**, directly contributing to over **$5M in contract extensions**, by delivering high-impact technical solutions that improved performance and client satisfaction.
* **Saved over $110K annually** by designing automated WebFOCUS dashboards that eliminated 80+ analyst hours/week tied to manual order monitoring for the U.S. Mint program.
* **Reduced API-related support tickets by 60%** through the implementation of JDE error-handling dashboards and improved retry logic for failed Shopify Fulfillment GraphQL APIs.
* **Resolved over 800+ tickets** by leading user story creation, data mapping, and UAT for Oracle Transportation Management (OTM), enhancing shipment visibility and EDI carrier integrations.
* **Cut new-client transition issues by 90%** by standardizing onboarding with a system configuration checklist and launching a SharePoint hub for project visibility and cross-team coordination.
* **Enabled real-time cross-system data flow** by integrating Shopify, JDE, OTM, and middleware systems, improving SLA compliance and shipment tracking accuracy by 15–25%.

***Projects***

**United States Mint**

Client Support Business Process Re-Engineering

• Reengineered the U.S. Mint order drop process by collaborating with BI to identify **JDE** system bottlenecks and developing automated **WebFOCUS** dashboards. This solution eliminated **80+ hours/week** of manual monitoring across a 10-person analyst team—saving the company over **$110K annually**—while boosting drop forecasting accuracy **by 40%** and enabling real-time visibility into order flow, payment holds, and carrier routing.

**Oracle Transportation Management (OTM)**

Support & Functional Enhancements

• Spearheaded end-to-end support and enhancement of Oracle Transportation Management (OTM) from **2020–2024, with 50% of service tickets (~800+ annually)** related to freight tracking and shipment scheduling issues. Drove solutions through user story creation, API mapping, and cross-system integration requirements involving JDE, ProShip, and FedEx.

• Streamlined shipment visibility and **reduced freight delays** by mapping and implementing ship confirmation APIs, **improving real-time tracking accuracy** across OTM, JDE, and carrier platforms.

• Delivered functional **support to 30+ transportation planners and logistics users**, resolving ServiceNow incidents, validating SQL-based data transfers, and minimizing recurring system errors through root-cause analysis and documentation updates.

• Led UAT for **OTM upgrades**, including patch cycles, new EDI carrier integrations, and enhancements—**accelerating implementation timelines by 25% and reducing rework**.

• Facilitated onboarding for 10+ new users by **creating tailored job aids** and live walkthroughs, **reducing support ticket volume by 20%** in the first 90 days post-training.

• Collaborated with IT to **enhance OTM integration with SAP, EDI services, and 3PL tracking** **tools,** leading to a **15% increase** in automated shipment validation **accuracy**.

**Implementation/ Client Transitions**

Re-Engineering Operating Model

• **Overhauled** the client transition process by **introducing a standardized system** requirements checklist and centralized communication tools, **reducing post-implementation** support tickets **by over 90%** and improving transition readiness across 12+ quarterly client onboarding meetings.

• **Identified critical gaps** in cross-functional participation and knowledge transfer during transition planning; created a comprehensive intake checklist covering integration types (API vs EDI), system dependencies (e.g., JDE), and common configuration oversights to **ensure full operational alignment before go-live.**

• Launched an **internal SharePoint site to streamline transition communication** across teams, featuring shared calendars, project owner assignments, implementation timelines, and centralized documentation—**eliminating missed invites and improving cross-team visibility and accountability.**

**Business Requirement Assessment**

Shopify Fulfillment API Migration and Enhancements

• **Led business requirements assessment** and data mapping efforts for Shopify Fulfillment API migration, supporting a **seamless transition** from REST to GraphQL for over **10 million client transactions**.

• **Conducted end-to-end UAT** and coordinated API certificate updates, ensuring uninterrupted fulfillment processes and **reducing** integration downtime.

**• Developed JDE-based API error-handling dashboards** for business managers, enabling real-time visibility into failures and **reducing** API-related support **tickets by 60%.**

• **Collaborated with developers to enhance** system logic, introducing controlled reprocessing with a retry cap (25 attempts), preventing API loops and **cutting** recurring error tickets by **40%**.

• **Analyzed and resolved high-volume API error traffic** between middleware and direct clients, accelerating issue triage and **improving SLA** adherence across fulfillment integrations.

**Technical & Analytical Skills:**

* **SQL Querying & Data Validation**
* **WebFOCUS Reporting**
* **JDE (JD Edwards) Warehouse Management System**
* **Oracle Transportation Management (OTM)**
* **Shopify Fulfillment & ProShip Integration**
* **API Mapping & Integration** (GraphQL, REST, EDI)
* **Middleware Troubleshooting**
* **System Configuration & Automation**
* **ServiceNow Ticketing System**
* **UAT (User Acceptance Testing) Execution**
* **EDI Configuration & Carrier Integration**
* **Microsoft Access & Excel (including advanced functions)**
* **Windows Server Optimization & System Architecture**
* **Networking & Security Fundamentals**

**Business Analysis & Process Improvement:**

* Business Requirements Documentation (BRD, SRS, Use Cases)
* Business Process Reengineering & Optimization
* Workflow Mapping & Activity Diagrams
* System Enhancement Planning
* Requirements Elicitation & Gap Analysis
* Cross-System Data Mapping
* Error Handling & Root Cause Analysis
* Client Operating Model Implementation
* Standard Operating Procedure (SOP) Creation
* Change Management & Communication Planning

***References Upon Request***