**Beran B Manneh**

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**Objective**

Beran Manneh is a well-seasoned analytical team player with international experience in both technology and business processes specializing in different fields of management. He is motivated by client success and the innovation of modern technologies with the hopes of contributing his experience to the new world of technical integration. The recent Penn State graduate is also particularly interested in designing data driven solutions while using his problem-solving skills to challenges presented.

**Education**

**Bachelor of Science** Information Sciences and Technology — The Pennsylvania State University  **December 2020**

**Experience**

**Contract Web Developer**—International Mart **October 2020—December 2020**

* Collaborated and took part with team members for standup, review, and creative concept meetings to increase sales for the international goods company
* Coordinated, scheduled, and led weekly meetings with the client
* Designed and developed a responsive website for the business using Adobe XD and JavaScript
* Overhauled UI with easy to navigate site map, resulting in increase in traffic, engagement, and conversion
* Implemented technical solutions to help boost sales after a loss of profit due to the pandemic (i.e., enforcing online strategies for customers to buy orders online)
* Increased company sales by 30% within the first three months of the website release

**Business Analyst Intern**—Marquis Business and Technology Solutions  **September 2020—December 2020**

* Solved present business problems and aided in the creation of technical solutions
* Designed templates for data entry using Microsoft Word and Excel
* Created monthly cost and budget plans to aid senior consultant of IT project management in the forecasting summaries of multiple clarity projects to increase efficiency
* Worked with project manager to analyze changing requests from business side to figure out the change of scope and distribution of tasks between mainframe and BPM development teams

**Information Technology Consultant**—The Pennsylvania State University **September 2018— August 2020**

* Troubleshot software (i.e., macOS, Linux, Windows, Chrome OS, iOS, and Android), hardware, 3D printing, and network issues (i.e., VPN, DNS, DHCP, and certificate-based authentication)
* Successfully used my problem-solving skill sets to resolve several software, hardware, and connectivity issues students and staff had on their devices.
* Excelled in asking probing questions as well as researching, analyzing and rectifying problems with quick and effective solutions
* Used the help desk ticketing system to track and resolve user incidences while sharing information to as System Administrators

**Program Management and Analyst Intern**—United Nations  **May 2018—August 2018**

* Analyzed and reported political events revolving the protests that spread to the Amhara region as a result to the arrest of the Welkait Identity Committee members
* Supplied the analysis of key developments throughout the country which highlighted a list of special reforms like the revision of charities that would lead to the independence of key institutions
* Converted data sets into a variety of forms (including ratios, estimates and projections) with the use of Microsoft Excel to help assist the acceleration of poverty reduction
* Compiled datasets from a variety of sources towards the efforts of monitoring, evaluation and risk assessment for global General Assembly and Conference Management projects

**Product Management Intern**—Gamex INC **May 2017—August 2017**

* Implemented a complete product life cycle of products aimed at improving revenue and reducing costs
* Analyzed complex customer related issues with the use of CRM processes and set measurable goals to engineer solutions
* Conducted competitive assessment, performed market research, and recommended strategic ideas to improve the customer experience
* Partnered with a Product Team and solved 200+ customer issues acting as a Customer Evangelist

**Projects**

**Advanced Enterprise Integration: Technologies and Applications**—Collaborated with a team to analyze and model the complex integration problems an assigned sponsor had while merging their business into an app. In addition, we united a model of solutions with the data we accumulated from our research to reduce potential risks and cost.

**Web Usability Improvement**—Enhanced an existing interface for a Karate school Franchise based in Trinidad and Tobago to increase its usability by applying accepted principles and practices of human computer interactions. After launching the new interface, my team conducted a series of tests and spearheaded a report of our findings.

**Fundamentals of Systems and Enterprise Integration**—Cooperated and communicated with a group to evaluate the strategic direction of a given organization at its core and documented the foundations of what drove its purpose. Evaluated internal and external processes to supply a comprehensive view of all system components.

**Security Camera Implementation**—Spearheaded an analysis of a new gym implementing a new business process involving IoT. The analysis included a graphic model that outlined several organizational components including: the business model, strategy, business structure, organizational culture, and corporate social responsibility.

**Organizations/Accomplishments**

**Member**— Dean’s List, National Society of Black Engineers, Wired In, African Student Association, Sovereign Magazine, Muslim Student Association, Model United Nations

**Skills**

Project Management, Data Analytics, Social Media Management & Marketing, Technical Writing, Customer Relationship Management, Microsoft Office, Google Drive, Spreadsheets, Research, Mail Merging, Invoicing, Google Drive, Leadership, Teamwork, Communication, Motivation, Conflict Resolution, International Affairs, Time management, Collaboration, Consulting, Product Management