

Dahae Samantha Chung

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IT Business Systems Analyst

IT Business Analyst with solid experience working on strategic initiatives for Fortune 500 enterprises to deliver process improvements that lead to operational efficiencies aligned with customer requirements. Collaborate with cross-functional teams to develop, implement, and maintain applications in high availability environments to ensure systems are aligned with customer specifications.

Areas of Expertise

IT Program | Project Management
Customer Service
Systems Analysis

Data Analytics
Budgeting | Resource Management
Scrum Master

Conflict Management
Team Leadership
People Management

Professional Experience

GE Digital, San Ramon, CA

September 2018 – November 2019

Business Process Analyst

Coordinated projects and plans to support the strategic direction within the business units.

- Helped define KPI metrics for Customer Scorecards to drive continuous improvement by identifying ways to streamline account health checks.
- Improved day to day business processes by 25% using data analytics for Education Services.
- Supported Customer Success Management and Educational Services teams delivering multiple projects simultaneously that improved processes and minimized project risks.
- Identified areas for improvement and implemented the change with management improving multiple business processes and operational efficiencies.

First Hawaiian Bank, Honolulu, Hawaii

March 2015 – May 2018

IT Business Analyst Manager

Maintained all the network and server infrastructure for online banking and call center systems in the company. Managed a team of five engineers and provided subject matter expertise for the system.

- Saved \$120,000 annually by implementing VoIP systems across all islands of Hawaii.
- Prepared disaster and data recovery plans to ensure meeting 99.98% uptime systems standards.

Hawaii USA Federal Credit Union, Honolulu, Hawaii

August 2014 – March 2015

Business Systems Analyst

Collaborated with various business units to develop, implement, and maintain new and existing applications and processes. Updated major SQL Servers for vendor updates along with other smaller applications.

Modern HighTech Co., Ltd., Seoul, South Korea

June 2013 – July 2014

Business Operations Manager

Managed 18 employees across 4 departments including interviewing, hiring and managing US partners.

Reich & Tang, LLC., New York, NY

June 2012 – June 2013

Database Analyst

Maintained database integrity for efficiency and tested new servers for virtual databases.

- Exported financial reports using SQL queries to identify business opportunities. Ensured data integrity and created backup for all databases.

Technical Skills

MS Office (Excel, Word, PowerPoint, Outlook), HTML, CSS, MS SQL (Intermediate), R

Education

Master of Science in Computer Information Systems, Data Analytics - Boston University

Bachelors in E-Commerce | Information Systems, Minor: Entrepreneurship and Innovation - Seattle University

Certifications

Project Management Professional (PMP) – PMI Institute

Certified Scrum Master (CSM) – Scrum Alliance