# **CONTACT**

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# **PROFILE**

**Senior Business Analyst with scrum** experience; hands on proficiency in SDLC, Agile, planning, and extensive technical background in delivering timely/effective products and services.

**STATUS: GREEN CARD**

# **EDUCATION**

2010: CATHOLIC UNIVERSITY OF CENTRAL AFRICA [YAOUNDE]

## MA: GOVERNANCE& POLICY [GPA:3.71]

2008 CATHOLIC UNIVERSITY OF CENTRAL AFRICA [YAOUNDE]

## BA : Philosophy &Math[GPA:3.57]

## BA/MA WES verified

## TECHNICAL SKILLS

* *Microsoft Office/Excel*
* *MS Visio, PointShare*
* *Trello, Balsamiq*
* *SQL and PL/SQL*
* *Microsoft Project 2013*
* *Python and data analytics*
* *Database & data modeling*
* *Tableau + power BI*
* *Devops || CI/CD*

# **AGILE/SCRUM SKILLS**

* BRD, FRD, SRD, RTM
* [SDLC, Waterfall &] Agile
* Requirement collection & research methodologies
* Change Management
* Quality assurance & software testing
* Flexibility and Persistence
* Acting as a Coach for Team Development
* Share Experiences and Encourages Collaboration
* Remove Barriers and Keep the Team on Track
* Kanban approach
* Project Management
* Confluence and JIRA
* Process analysis tools and diagrams

# **EXPERIENCE**

**IT Senior BUSINESS ANALYST || ALLSTATE || June 2019 – present**

**CURRENT PROJECT*: Creation --of an algorithm to adjust insurance rates for various products and services that would attenuate the impact of COVID19 pandemic on businesses and families.***

* CRAMS project pioneer: Customer Retention, Acquisition, Multiplication, Satisfaction: Increased retention by 10%, acquisition by 15%, Acquisition by 11%, Multiplication by 9% and satisfaction by 19%.
* Gather business requirements and write the necessary BRD, FRD, SRD and acceptance test document.
* Kept communication with customers and other stakeholders to make sure that the backlog is updated correspondingly.
* Reviews all user documentation. Monitors test cases, and standardization of requirement documents.
* Assists in enforcement of project deadlines and schedules
* Participates in the design, implementation and distribution of operating procedures.
* Championed BA linguist model for greater customer familiarity satisfaction.
* Demonstrated leadership, business strategist, financial precision, and clarity of business targets in products, services and projects.
* Recognized by Senior management for innovative approach in BA models and work optimization

**FORMER PROJECT:** ***Establishing incentive plans for automated payment plans and reduction of penalties for late payments; implementing the Fair-Insurance Project [FIP]***

* Pioneer of PAST matrix analysis model: Participation, Accountability, Sustainability and Transparency; used in requirement gathering and business management processes.
* Follow all agile project management framework standards, procedures and documentation
* Analyze market dynamics, market sizing, market trends and make reasonable propositions in view of product enhancement.
* Business Intelligence acumen, planning,
* Analyze data using SQL and make corresponding visualization models that are important to business optimization, using tableau.
* Assumes a Senior Role in working with the technical development teams and other stakeholders
* Performs system integration testing and coordinates user testing and approvals
* Supervised teams of 3-5, delt with difficult stakeholders, vendors, benchmark analysis and gap analysis for better corporate positioning

**Business Analyst|| ADVOCATE HEALTH AURORA|** Mar2016–Jan 2019

***Current Projects: Migration of data from newly acquired hospitals***

* Assist business partners and functions to enhance operational efficiency, reduce operational risk and cost and optimize the way we work through the rapid deployment of migration of data
* Works with Stakeholders to define project scope and objectives
* Works effectively with others to remove delivery team roadblocks
* Guides team through continual improvement process
* Leads and drives a customer focused culture throughout their team to deepen client relationships and leverage broader clients relationships, systems and knowledge
* Creates and manages project/program resource loading and budget; reconciles budget monthly and communicates risks to Leadership
* Sets and runs effective recurring status meetings with the product, portfolio and delivery managers

**SOFT SKILLS**

* Communicating
* Teamwork
* Adaptability
* Problem-Solving
* Creativity
* Work Ethic
* Interpersonal Skills
* Time Management

**CERTIFICATION**

• PSM

• PSPO

* CBAP

• SAFe Agilist

• AWS: Cloud Practitioner

• OCA, Certified Associate, Oracle University

• Innovation and Design Thinking, SLOAN/MIT: 2016

• CSM: Certified Scrum Master

**REQUIREMENTS**

* ***R:*** *Request*
* ***E:*** *Evaluate*
* ***Q:*** *Quantify*
* ***U:*** *Understand*
* ***I :*** *Increment*
* ***R :*** *Relatable*
* ***E :*** *Estimate*
* ***M :*** *Measurable*
* ***E :*** *Elaborate*
* ***N :*** *Needed*
* ***T :*** *Timely*
* ***S :*** *Simple*

***FORMER PROJECTS: New Insurance program, cardio-telemetry program, remote monitoring***

* Recommend improvements and assist in changes to best practice
* Ensure that the Scrum team is empowered, yet has solid processes and excellent discipline by following RBC’s Agile Management Framework (AMF)
* Assist with internal and external communication, improving transparency, and radiating information.
* Collaborate with project manager to assess business opportunities and challenges while defining strategic outlines for the business.
* Create and manage a realistic, detailed plan to ensure medium to large-scale projects are executed on time, on budget, and in scope
* Champion and manage weekly backlog grooming sessions with the team, ensuring work items are estimated, ready-for-work and maintained

March 2013– February 2016

**SCRUM MASTER || SUTTER HEALTH**

***Project: cost management team, Patients’ Analytics, Evaluation of new technologies [e.g. Da Vinci Robots XI]***

* Gathering and updating project materials, completing budgeting, forecasting, project documentation, business flows, and lessons learned documents
* Scheduling, providing advice and guidance, and resolving problems to meet technical performance and development objectives
* Coordinate all Scrum Ceremonies including Sprint Planning, Daily Standups, Sprint retrospectives, Sprint Demos, Story Grooming, and Release Planning
* Coaching and mentoring other Scrum Masters on our program team. Partnering to ensure that our ways of working are consistent across teams
* Assist in defining and deploying new product development processes and in facilitating the continuous improvement of existing processes
* Coaching and mentoring other Scrum Masters on our program team. Partnering to ensure that our ways of working are consistent across teams
* Liaising between developers and project stakeholders; fostering quality communication between engineering disciplines
* Excellent team player with the ability to influence and negotiate
* Strong time management and coordination skills, and ability to adjust to change to seamlessly execute and meet Sprint goals
* Excellent written and verbal communication skills with ability to interact with staff as well as executive management
* Experience in Database Application Development, Query Optimization, Performance Tuning and DBA solutions and implementation experience in complete System Development Life Cycle; and database Normalization.

*July 2010- July 2012*

**RESEARCHER | INSTITUTE FOR GOVERNANCE IN CENTRAL AFRICA, *YAOUNDE***

* Research assistant in on governance patterns in Central African Countries
* Examined electoral codes of these countries, made suggestions and recommendations
* Organized conferences and discussion groups on conflict analysis on vulnerable regions
* Prepared reports, articles and documentation of governance and policy on issues related to health, security, democracy, and transition patterns.