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CAREER SUMMARY

High impact technology professional leveraging 12+ years of business analysis, process mapping & optimization, business transformation, agile product development, and user-centered design. Consistent achievement of strategic objectives and delivery of successful technology solutions across multiple industries.

SKILLS

Agile / Scrum & SAFe,
Business Architecture,
Business Transformation,
Change Management,
Data Analysis & Visualization,
Leadership, Management,
Process diagrams & mapping,
QA, Testing/UAT, Support,
User Stories & Requirements,
User research, Interviews,
UX, Wireframes & Prototypes,
Web Accessibility (WCAG)

TECHNOLOGIES

Roadmap/planning: Aha,
Software Dev: Jira, ADO,
Data: Excel, VBA, SQL, EDI, API's,
Process: Lucid Chart, Visio,
Knowledge Sharing: Teams,
SharePoint, Confluence, AI,
Web: AEM, Magento, XML,

EDUCATION

Double Bachelor of Arts in
Psychology & Music,
Florida State University
Tallahassee, FL (2009-2013)

ABOUT ME

Adventure-sports & endurance athlete (cycling, running, rock climbing, snowboarding),
Brass musician (3rd French horn in Littleton Symphony Orchestra)

Brad Baker

Senior Business Analyst

PROFESSIONAL EXPERIENCE

Senior Business Analyst | SEP 2022 – Present

KOCH INDUSTRIES: KBX TECHNOLOGY SOLUTIONS (Littleton, CO)

- Defined and planned features for Track, a transportation visualization web-app. Collaborated with stakeholders to ensure successful product enhancements, maximizing value and advocating for an improved user experience. Brought clarity to development teams and carefully refined user stories, ensuring alignment with product vision and successful implementation.
- Guided and mentored 20+ Business Analysts, fostering a collaborative community of practice. Increased team engagement by 40% YoY through mentorship, knowledge sharing, and the implementation of aligned best practices and templates for agile artifacts.
- Led a cross-functional "Align" team to drive scaled agile maturity and optimize business processes. Overhauled Aha! and Azure DevOps configurations to streamline workflows, improve prioritization, and accelerate deployments, facilitating knowledge sharing and driving operational excellence.

Senior IT Business Analyst | MAR 2021 – SEP 2022

KOCH INDUSTRIES: GEORGIA PACIFIC (Atlanta, GA)

- Gathered and defined requirements for 7 dynamic Power BI reports to integrate and visualize Tier 1 customer POS/sales and inventory data with internal data lake for key insights. Enabled Supply Chain Managers and Account Executives to make informed real-time business decisions.
- Successfully managed the planning phase of an ERP migration within a traditional waterfall environment, aligning business stakeholders and IT, allocating resources & budgets, and accurately scoping and documenting requirements. Simultaneously, championed the adoption of Agile methodologies, initiating a business transformation to streamline development processes and improve project efficiency.

IT Business Analyst | JUL 2019 – MAR 2021

THE COCA-COLA COMPANY, via INSIGHT GLOBAL (Atlanta, GA)

- Streamlined cross-functional collaboration between business, vendors, and 5 agile dev teams by leading a 3-month process improvement initiative. Created an end-to-end project lifecycle diagram, identifying and presenting efficiency gains to senior leadership, resulting in fewer meetings, clearly defined roles, and optimized delivery of digital marketing projects.
- Led the strategic integration of AEM (Web CMS) and Magento (Ecommerce) platforms. Produced key deliverables, including wireframes, user flows, and functional/technical requirements. Orchestrated alignment across stakeholders to ensure project objectives and timelines were met within the 8-month timeframe.
- Championed WCAG 2.0, AA conformance, to enhance user experience and accessibility for 42 major brand websites. Leveraged a combination of automated tools and manual testing to identify and address accessibility issues, ensuring ongoing site compliance and brand consistency.

User Experience Business Analyst | SEP 2018 – JUL 2019**COX COMMUNICATIONS, via GENPACT / NEXTGEN (Atlanta, GA)**

- Conducted user research, wireframing, and usability testing to inform iterative product development. Successfully launched all enhancements with 73% user satisfaction.
- Guided the strategic direction of 5 VP-backed technology products by analyzing business requirements, identifying and quantifying risks, and developing compelling business cases to support key product decisions. Presented findings to senior leadership, influencing product development priorities.

Business Analyst - Product Owner | APR 2018 – AUG 2018**PEGASUS CRM (Atlanta, GA)**

- Elicited, analyzed, and documented user requirements to create epics, user stories, and wireframes for product enhancements, ensuring alignment with business objectives. Led agile ceremonies and facilitated teamwork.
- As Product Owner, managed the JIRA backlog, prioritized customer feedback, and collaborated with the CEO and Account Lead to refine the product roadmap, ensuring on-time and on-budget delivery of features while protecting developer capacity.

Production Control Manager | MAY 2016 – APR 2018**Dixien LLC (Atlanta, GA)**

- Developed and implemented Excel/VBA solutions to enhance supply chain visibility and optimize manufacturing efficiency, leveraging EDI and MRP systems. Reduced excess inventory by 45%, and slashed overtime costs by 50%, while maintaining SLA's and order fulfillment.
- Supervised and trained managers and analysts in inventory control, demand planning, and raw material forecasting, while overhauling business processes, leading change management and earning credibility with leadership due to faster and more accurate planning.

Business Operations Specialist | OCT 2015 – MAY 2016**MCMaster-CARR SUPPLY COMPANY (Atlanta, GA)**

- Proactively analyzed business systems, identifying 30+ integration and enhancement opportunities, presented findings to leadership, and leveraged inventory management expertise to achieve 98% order accuracy and on-time fulfillment.

Process Analyst | NOV 2014 – OCT 2015**RELIANT MISSION (Orlando, FL)**

- Identified and improved inefficiencies in new hire onboarding by developing a data integration solution which streamlined the collection and analysis of training and onboarding data, reducing manual processing time by 80% and enhancing the overall new hire experience.

Program Manager | JUN 2014 – NOV 2014**YFC Outdoor Mission Camp (Maggie Valley, NC)**

- Successfully recruited and supervised a 12-member collegiate team, facilitated conflict resolution, and led team-building exercises while managing logistics for outdoor adventure programs, ensuring participant safety during physically and emotionally challenging activities.

Financial Representative Intern | JAN 2014 – MAY 2014**Northwestern Mutual (Tallahassee, FL)**

- Developed and implemented personalized financial plans, achieving goals of Top 10 Finance and Insurance internship.