

# Emmanuel D. Wilson, M.S.

## **PROFESSIONAL SUMMARY**

Experienced IT Professional with a proven track record of leading cross-functional teams in delivering scalable, enterprise-grade solutions. Skilled in authoring Epics, Features, and Stories with clear acceptance criteria, and collaborating with architects to design technical solutions. Expertise in Agile methodologies, stakeholder engagement, and driving business needs into actionable requirements. Strong focus on KPIs, UAT, and aligning teams to ensure successful project delivery.

## **EXPERIENCE**

### **Senior Business Analyst**

*Southern New Hampshire University* | July 2023 – August 2024

- Took a strategic career pause after a layoff to focus on professional development and upskilling.
- Implemented quality management strategies, increasing positive feedback by 20%.
- Facilitated the implementation of a new ERP system that reduced processing time by 30%.
- Reduced requirements gathering time by 20% through improved stakeholder engagements.
- Authored Epics, Features, and Stories with detailed acceptance criteria, addressing complex stakeholder requirements.
- Collaborated with architects and delivery leads to design scalable, enterprise-grade solutions.
- Acted as the primary liaison between business units and development teams, translating business needs into actionable technical requirements.
- Promoted cross-functional collaboration, resolved roadblocks, and ensured alignment across teams.
- Led Agile ceremonies for the Virtual Lab Solutions team, including daily scrums and sprints.
- Monitored key performance indicators (KPIs) and conducted user acceptance testing (UAT).
- Translated business needs into detailed technical specs, including data models and designs.

### **Planned Career Break**

February 2023 – June 2023

- Position eliminated due to company restructuring.
- Completed Career Essentials in Data Analysis by Microsoft and LinkedIn - Professional Certificate (Issued by Microsoft).
- Gained skills in data analysis, concepts, and using tools for analytics and visualization.

### **Principal Technical Consultant**

*Anthology Inc.* | October 2021 – January 2023

- Led multiple consulting projects that boosted client operational efficiency by 25% through enhanced data automation accuracy, while simultaneously increasing customer satisfaction.
- Configured client cloud data analytics environments that achieved a 30% reduction in IT costs by transitioning from on-premise servers to AWS cloud-based solutions.
- Tracked progress, managed expectations, and provided updates with Salesforce dashboards.
- Delivered SaaS solutions, data migrations, and ETL using Python, T-SQL and SSIS.

- Developed Microsoft BI products with star schema: extended data models and fixed issues.
- Used advanced data modeling to build Power BI and SSRS reports to derive data insights.
- Created stored procedures, views, and adjusted ETL jobs to meet client specifications.

## **Business Systems Analyst**

*Oakland University William Beaumont School of Medicine* | Rochester, MI | July 2013 – October 2021

- Spearheaded a project to optimize data warehouse architecture, resulting in a 40% improvement in data retrieval speed and significantly enhancing reporting accuracy.
- Developed subject matter expertise (SME) and contributed throughout the entire software development life cycle (SDLC).
- Automated redundant business processes by creating scripts to improve efficiency.
- Facilitated workshops to document requirements, and conducted training and presentations.
- Used advanced SQL to manage data and create dashboards/reports with Power BI and Argos.
- Integrated data from multiple sources into a unified relational schema using ETL tools.
- Proficient in ERP systems (Oracle, PeopleSoft, Ellucian Banner) with skills in Database management, integration, and support.
- Designed custom web applications with Linux, Apache, MySQL, PHP to meet business needs.

## **EDUCATION**

### **Master of Science, Public Administration**

*Oakland University* | Rochester, MI | April 2019

### **Bachelor of Science, Management Information Systems**

*Oakland University* | Rochester, MI | April 2011

## **CERTIFICATION**

**Career Essentials in Data Analysis by Microsoft and LinkedIn** (Issued by *Microsoft*)

**Career Essentials in Generative AI by Microsoft and LinkedIn** (Issued by *Microsoft*)

## **TECHNICAL SKILLS**

- **Tools:** JIRA, GitHub, Office 365, Power BI, Tableau, Visio, SharePoint, Excel, SSRS
- **Coding:** Python, SQL, .NET, T-SQL, PL/SQL, JavaScript, HTML5, PHP
- **Systems:** Azure, Microsoft SQL Server, Oracle, PostgreSQL, MySQL, Salesforce, ServiceNow