Kevin Nguyen

IT Business Consultant

IT business consultant with 5 years bridging business teams and developers on ERP, CRM and workflow projects for healthcare and manufacturing clients. Runs requirements gathering and process mapping, writes user stories in Jira for Agile teams, and uses SQL and strong problem-solving skills to trace issues to their source.

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Raleigh, NC

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Experience

IT Business Consultant

03/2024 - Present

Triangle Digital Advisory

Raleigh, NC

IT consulting firm delivering ERP and CRM implementations.

- Lead requirements work for **3** ERP rollouts, translating 200+ business needs into Jira user stories.
- Facilitate Agile sprint reviews with client teams of up to 25, documenting scope changes in Confluence.
- Write SQL queries to validate 1.4 million migrated records, cutting post-launch data defects 60%.
- Draft future-state process maps in Visio for finance and supply chain, removing 11 manual handoffs.

IT Business Analyst

06/2021 - 02/2024

Capital Boulevard Software

Durham, NC

Healthcare software vendor serving 80 clinics.

- Analyzed 400+ support tickets to find root causes, feeding 22 fixes into the product backlog.
- Configured workflow rules for clinic clients, reducing scheduling errors 30% at the largest site.
- Tested 15 releases against acceptance criteria, logging defects in Jira with clear repro steps.
- Trained 120 clinic staff on new features through live sessions and short guides.

Certificates

Certified ScrumMaster (CSM)

05/2023

Scrum Alliance

Skills

Agile | Jira | Requirements Gathering | Process Mapping | User Stories | SQL | Confluence | Visio | ERP | Problem-Solving Skills

Education

Bachelor of Science

05/2021

North Carolina State University

Raleigh, NC

Business Administration, Information Technology