

Brianna Lewis

✉ Lewisbni@gmail.com

☎ (302) 220-8032

🏠 Bear, DE

Experience

Lead Business Analyst, Lending Innovations — JPMorgan Chase Wilmington, DE | 2019 - Present

- Lead planning and readiness activities for the Business Analyst Team supporting the Lending Innovations Roadmap; a high visibility project portfolio within Chase Card Services Technology.
- Manage work assignment, execution, and performance development of up to 4 individuals.
- Coach and motivate the team through the challenges and opportunities of the Chase Agile Transformation.

Senior Business Analyst, Co-Brand Cards — JPMorgan Chase Wilmington, DE | 2018 - 2019

- Led planning and readiness activities for Chase Co-Brand technology initiatives and product enhancements; including Amazon, Disney, Starbucks, United, British Airways, & Marriott credit cards.
- Advised project scope and communicated requirements across Business, Technology and external Partner teams via charters, business requirements documents, process diagrams, and wireframes.
- Interviewed candidates, and trained and mentored 5 new Business Analysts on the team.

Business Analyst, Amazon Co-Brand — JPMorgan Chase Wilmington, DE | 2016 - 2018

- Supported technology initiatives for Amazon Co-Brand technology initiatives and assorted credit card product enhancements within Chase Card Services.
- Delivered detailed charters and business requirements for 20+ large and complex projects across multiple enterprise releases.
- Traveled to Amazon headquarters to conduct quarterly joint application development (JAD) sessions with key project stakeholders.

Marketing & Design Manager — University of Delaware Newark, DE | 2014 - 2016

- Developed marketing strategies and designed promotional media for campus events; printed on flyers, and sent via email to over 17,000 students, faculty, and alumni.
- Managed multimedia design studio operations such as scheduling, inventory and equipment.
- Provided technical support to students for creative software and physical print production.

Data Analyst & Information Designer — Delmarva Benefit Group Dover, DE | 2012 - 2013

- Analyzed multichannel sales data across the company to identify opportunities to drive sales growth.
- Created reports in Excel to track insurance agent sales metrics on a monthly and ad hoc basis.
- Designed infographics to summarize and present overall performance metrics to upper management.

Skills

Specialties | Business Analysis • Project Management • Agile • Scrum • Kanban • Story Mapping • Process Mapping • Wireframes • Design Thinking • User Experience Design (UI/UX) • Graphic & Web Design • Creative Consulting • Copy Writing • Do-It-Yourself (DIY) Enthusiast

Software | Microsoft Office • Apple iWork • Photoshop • Illustrator • InDesign • Final Cut Pro X • JIRA

Languages | Intermediate Spanish • HTML/CSS • JavaScript • SQL

Education

Master of Business Administration, MBA | Wilmington University

Bachelor of Fine Arts in Fine Arts, BFA | University of Delaware