

# Jazz Harris

BUSINESS ANALYST · ENTERPRISE SYSTEMS · AGILE DELIVERY · STAKEHOLDER LEADERSHIP

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📍 Charlotte, North Carolina

## Experience

### IT Business Analyst II @ Coca-Cola Consolidated

Jul 2025 - Present // Charlotte, NC · Hybrid

- Lead requirements definition for an Agile scrum team, translating business needs into technical requirements and user stories at the largest U.S. Coca-Cola bottler (17,000+ employees across 14 states, ~60M consumers).
- Built service-desk triage documentation for Osapiens (Coca-Cola's driver routing app) that ended the team's on-call rotation and cut support tickets from 3-4 per day to 3-4 per week.
- Built a support-ticket dashboard for Osapiens that surfaced recurring issue patterns and flagged where documentation needed updating, helping prevent repeat tickets.
- Drive the full Agile lifecycle — story creation, sprint planning, reviews, and retrospectives — partnering across business and IT teams.
- Mentor BA I analysts on Visio process mapping, introducing AI tools that improved their efficiency.

### Product Analyst @ Central Piedmont Community College

Apr 2025 - Jul 2025 // Charlotte, NC

- Led release planning and delivery across enterprise platforms (Brightspace, Ellucian Colleague, Ethos API, Panopto, Element 451) at a 40,000+ student institution.
- Drove resolution across IT, vendors, and end users, improving the platform experience for students and staff.

### Business Relationship Analyst @ CPCC

Apr 2024 - Apr 2025 // Charlotte, NC

- Led 12+ technology implementations for the Health and Sciences department, including new systems for the automotive and polysomnography programs.
- Supported the nursing and dental programs, helping faculty acquire and deploy new instructional software that improved how students learn.
- Led requirements elicitation and analysis across students, faculty, and staff, partnering with Solution Engineers to design and validate solutions.

### Senior Software Analyst @ Canidium

Nov 2021 - Jan 2024 // Remote

- Built and shipped feature enhancements, custom reporting, and integrations for enterprise clients using HTML, SQL, Groovy, ICM, and JavaScript.
- Led 4 implementations for 3 major insurance clients, building broker-onboarding workflows for Blue Cross Blue Shield of Kansas and North Carolina.
- Reviewed and optimized existing software systems to improve performance, scalability, and reliability.
- Guided fellow analysts on requirements gathering and technology evaluation, and took on responsibilities delegated by senior team members.

### Software Analyst @ Encompass + Orchestra

May 2021 - Nov 2021 // Fort Collins, CO

- Delivered on-site training and best-practice guidance to clients, improving product adoption.
- Built feature enhancements and custom reporting from customer feedback using HTML, Sass, and JavaScript.

## Skills

### Languages

Python, SQL, JavaScript (ES6), Java, HTML, CSS/Sass

### Frameworks & Tools

React, Node, Git, JIRA, Salesforce

### Data & BI

Tableau, Power BI, SQL Reporting

### Methods

Agile / Scrum, Requirements Gathering, UAT, Business Process Analysis, Root Cause Analysis

### Certifications

ITIL 4 Foundation

Business Relationship Management Professional (BRMP®)

## Projects

### Alamance Community Foundation

Designed and built the website for a Burlington, NC community foundation managing \$27M in assets and granting ~\$1.9M per year to ~30 local nonprofits.

### Valora

A personal budgeting web app that turns messy finances into clear, calm decisions — track spending, set goals, and see where your money actually goes. Built with React, TypeScript, JavaScript, CSS, and HTML; live in public beta as a website, with a native mobile app on the way.

## Education

### Elon University

2017 - 2021 // Elon, NC

B.A. in Computer Science — Minors in Art History & Digital Art

Study Abroad — Dublin, Ireland (Summer 2020)

## Interests

Real estate investing, automotive mechanics, LEGO design and building, mixed martial arts, international travel, and community volunteering.