

# SANDRA BRYANT

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## PROFESSIONAL SUMMARY

Enterprise systems leader with 20+ years delivering CRM, ERP, SAAS, and data platforms across regulated industries. Skilled in requirements analysis, workflow design, system configuration, and AI-assisted delivery. Strong background in data governance, cross-functional alignment, and driving measurable improvements in quality, compliance, and operational efficiency across regulated environments.

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## CORE COMPETENCIES

- AI Transformation: AI Assisted Requirements Analysis • Prompt Engineering • AI Generated User Stories & Test Cases • AI Driven Data Validation • GitHub Copilot for SQL/API Review • AI Enhanced Documentation & SOPs • Intelligent Workflow Automation
- Enterprise Systems: ERP Functional Administration • Dynamics 365 • Salesforce • Yardi • POS Platforms • System Configuration & Governance
- Data & Reporting: SQL • Power BI • Tableau • Informatica • Master Data Governance • Data Quality & Audit Readiness
- Business Analysis & Process: Requirements Gathering • Process Mapping • Workflow & Business Rules Configuration • UAT Coordination & Testing • SOP & Training Documentation
- Project Management & Methodologies: Agile • Scrum • JIRA • Confluence • Cross Functional Stakeholder Alignment • Release Readiness
- Quality, Compliance & Change: Quality Function • Regulatory Compliance • Audit Readiness • User Enablement • Change Management

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## PROFESSIONAL EXPERIENCE

Insight Global / NCR Voyix

Sep 2025 - Present

Product Owner - ERP/POS Platform

Atlanta, GA

- Serve as primary functional administrator and business analyst for POS and BFF platform, gathering and documenting requirements while configuring payments, loyalty, promotions, and fiscal compliance modules across 400+ retail lanes.
- Guarded system parameters, business rules, and workflow orchestration across UI, BFF, Payments, and Services layers; manage configuration-driven behaviors (lane modes, tender rules, WIC eligibility, foreign currency).
- Maintained structured documentation across Jira and Confluence, including epics, user stories, workflow diagrams, and AI enhanced acceptance criteria supporting fiscal, loyalty, and payment releases. Lead user acceptance testing frameworks using real store hardware to validate workflows before release; coordinate cross-team defect triage with Engineering, QA, and Release teams daily.
- Authored 50+ user stories, epics, and acceptance criteria covering split fiscal invoicing, receipt suppression, pharmacy acknowledgement compliance, and loyalty redemption controls.
- Reduced rework by establishing quality governance standards and acceptance criteria; served as SME bridging frontline cashier operations to backend systems.
- Managed regulatory compliance workflows (WIC, pharmacy, fiscal invoicing) ensuring adherence without disrupting cashier throughput.
- Applied AI-assisted analysis to accelerate user story creation and acceptance criteria development for fiscal compliance, loyalty, and payment workflows, improving clarity and reducing rework.

**Kforce / The RMR Group**

Sep 2024 - Jun 2025

Senior Business Systems &amp; ERP Lead

United States (Remote)

- Owned product roadmap, conducted process mapping, and functional administration across Salesforce, Dynamics 365, and Yardi for a multi-family real estate portfolio spanning thousands of units.
- Configured tenant lifecycle workflows, utility management modules, and contract approval automation; reduced contract cycle time by 80%.
- Eliminated 60% of duplicate records through master data governance and system unification across CRM and ERP platforms.
- Developed Power BI dashboards integrated with Snowflake data warehouse, reducing reporting time by 35% and enabling real-time portfolio visibility.
- Built training playbooks and SOPs; led user acceptance testing and release readiness for all system changes in an audited real estate environment.
- Partnered with Sales, Operations, and Engineering to define automation features and gather business requirements aligned to business KPIs and compliance standards.
- Used AI driven data validation and mapping techniques to support master data governance, contributing to a 60% reduction in duplicate records.

**BCforward / HP.com**

Jul 2023 - May 2024

Senior Business Analyst - ESG Data Platform

Atlanta, GA

- Led onboarding and implementation of a global ESG data reporting platform, coordinating integration between internal ERP systems and external data providers.
- Designed ETL processes in Informatica with SQL-optimized queries; reduced data aggregation time by 40% and strengthened audit readiness.
- Maintained master data governance standards across global stakeholders; facilitated compliance checks against evolving ESG regulatory requirements.
- Delivered interactive dashboards via Chameleon for internal and external ESG reporting; tracked issue resolution and project delivery via JIRA.
- Produced technical specifications, ETL documentation, and data governance artifacts in Jira and Confluence aligned to global ESG reporting standards.”
- Leveraged AI generated SQL optimization and automated documentation to streamline ETL design and strengthen audit readiness.

**MRCC Solutions / Call2Recycle**

Feb 2023 - May 2023

Product Owner / Business Analyst - ERP Integration

Atlanta, GA

- Led CRM and ERP integration between Microsoft Dynamics and Business Central to streamline customer onboarding, logistics, and invoicing workflows.
- Documented CRM/ERP integrations, process maps, and user stories in Azure DevOps with centralized knowledge assets maintained in SharePoint.
- Designed and standardized customer intake process using Power Apps feeding into CRM, reducing data entry errors by 65%.
- Authored 100+ user stories with acceptance criteria for B2B payor programs, shipping logistics, and DocuSign integration for multi-program compliance.
- Facilitated UAT, created process maps in Lucid Chart, and delivered training documentation for all system enhancements.

**Insight Global / Charles Schwab**

Jul 2022 - Jan 2023

Database Administrator / Data Governance Analyst

Atlanta, GA

- Audited 2,000+ Operational Level Agreements (OLAs) in Collibra; corrected and resubmitted 1,000+ database records for harvest in Oracle, SQL Server, MongoDB, and PostgreSQL environments.
- Validated database connections using Informatica, Toad, and Remedy; corrected listeners, rescanned servers, and scheduled harvesting per approved OLAs.
- Applied PII security tagging to sensitive databases; decommissioned 300+ inactive databases and repaired 200+ active ones.
- Created audit documentation, remediation logs, and governance artifacts in Confluence supporting enterprise data quality and compliance.
- Served as data governance SME - enforcing compliance, audit standards, and data protection across enterprise data warehouse.

**Brooksource / Cox Communication**

Dec 2021 - Jul 2022

Business Analyst - Salesforce Quote-to-Cash

Atlanta, GA

- Led Salesforce Quote-to-Cash enhancements and product catalog management; standardized product attributes and automated data entry, improving lookup efficiency by 30%.
- Maintained requirements, change requests, and Tableau adoption documentation in Jira and Confluence supporting CRM migration initiatives.
- Supported CRM data migration, consolidated reporting accuracy, and managed change requests through JIRA; built Tableau dashboards for sales adoption tracking.

**Diversant LLC / RUSH Enterprises**

Sep 2021 - Dec 2021

Product Owner - Microsoft Dynamics ERP Implementation

Atlanta, GA

- Led requirements gathering and data migration for acquisition integration between US and Canadian operations in Dynamics 365, including currency conversion, multi-language support, and compliance with Canadian tax and trucking regulations.
- Converted spreadsheet-based documentation to structured XML workflows in Dynamics; reduced document retrieval time by 40% and financial discrepancy errors by 30%.
- Owned future state documentation in Confluence linked to Jira delivery artifacts, including XML workflow specifications and integration requirements.
- Ensured 100% data integrity across ETL migration; designed access control policies and built compliance dashboards for audit readiness.

**Brickhouse/Safe-Guard Products International**

May 2021 - Sep 2021

Business Analyst - Dynamics 365 CRM

Atlanta, GA

- Led Dynamics 365 Quote-to-Cash process enhancements including EV maintenance contract development, mobile app integration, and customer portal terms/agreement updates.
- Reduced feature delivery time by 50% through rapid requirements decomposition; optimized UAT process reducing post-release bugs by 40%.
- Documented discovery outputs, workflow models, and UAT scripts in Azure DevOps and SharePoint ensuring consistent delivery across CRM enhancements
- Configured dynamic contract templates with automated approval and renewal workflows; improved customer agreement transparency, reducing support inquiries by 25%.

**Protective Life Corporation**

Nov 2020 - Apr 2021

Business Analyst - Dynamics 365 CRM & API Integration

Atlanta, GA

- Configured Outreach.io integration with Dynamics 365 and Outlook to streamline sales funnel management; mapped 30+ fields across sandbox and dev environments, completing within 3-week timeline.
- Produced enterprise integration documentation, regulatory mapping, and technical flows maintained in Azure DevOps and SharePoint
- Coordinated firewall/whitelist configuration with Infrastructure, Telecom, and vendor teams; validated two-way API integration between systems.
- Boosted customer engagement metrics by 15% and reduced QA effort by 30% through automated testing frameworks.

**BCforward / FirstKey Homes**

Jun 2018 – Aug 2019

Senior IT Business Analyst / Product Owner

Marietta, GA

- Orchestrated end-to-end system integration across Microsoft Dynamics, Salesforce, and Yardi, aligning cross-functional stakeholders to unify platforms supporting property sales and leasing operations.
- Drove a 25% reduction in sales and contract cycle times by streamlining workflows and configuring automation across integrated CRM and ERP platforms.
- Partnered with vendors and stakeholders to deliver \$500K+ in IT solutions, managing relationships, SOWs, and delivery timelines to ensure on-budget execution.
- Led cross-functional discovery sessions to capture and document requirements for 10+ enterprise applications, translating business needs into actionable user stories and integration specs.
- Owned documentation lifecycle including as is/to be workflows, integration specs, and release artifacts maintained in Jira and Confluence.
- Elevated partner portal capabilities by defining enhancements, coordinating UAT, and validating integration and regression test plans across the full release lifecycle.
- Enhanced reporting capabilities by designing SQL queries and configuring CRM custom fields to surface actionable sales and operational analytics for leadership.

**The StoneHill Group, LLC**

Sep 2017 – Jun 2018

Information Technology Business Analyst

Atlanta, GA

- Developed process maps, Visio diagrams, and UML models to drive workflow improvements across multiple business units; standardized documentation for internal and external stakeholders.
- Identified 20+ penetration vulnerabilities and strengthened PII protection and firewall configurations, reducing security exposure across enterprise systems.
- Coordinated Scrum ceremonies across 10+ teams, supporting Agile delivery and sprint execution while maintaining alignment between technical teams and business stakeholders.
- Developed standardized documentation, UML models, and process maps supporting Agile delivery and cross-team alignment.
- Built regression test suite and expanded automated test coverage using QTest, measurably reducing production defects and improving release quality.
- Rehired in September 2019 to help complete a project we started together and to assist with other projects.

**MemberSuite, Inc.**

Nov 2014 - Aug 2017

Product & Platform Manager - SaaS ERP Greater

Atlanta, GA

- Owned SaaS product roadmap for portals, membership renewals, payments, and invoicing; defined 100+ configurable fields and led payment processor integration that scaled recurring revenue from \$3M to \$3.5M/month.
- Maintained product roadmaps, requirements, and solution documentation in Jira and Confluence aligning engineering and product teams.
- Onboarded 300+ enterprise customers including custom portal configurations, data imports, and end-user training; managed payment processor vendor relationship and rate negotiations.

**AutoTrader.com**

Sep 2002 - Nov 2014

Automotive Product Lead - CRM & Telecom Integration

Atlanta, GA

- Led Salesforce, Dynamics, and Epiphany CRM integrations; reduced dealer onboarding from 2 weeks to 4 days, improving sign-up rate by 60%.
- Automated call tracking creation, reducing processing time by 75%; migrated 30,000 phone numbers to new vendor with minimal downtime within 60-day window.
- Managed vendor relationships and RFP process for telecom, DMS, and data systems; trained 300+ customers and 50+ sales reps on CRM-integrated products.

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**CERTIFICATION**

- Certified Product Owner: Six Sigma Global Institute (2023)
- Scrum Master Certification: Agile Scrum Training (2023)
- Certified Professional Food Manager (CPFM)