Kerrion Fraser

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SKILLS / CERTIFICATIONS

Certifications: Lean Six Sigma Green Belt, Quality America (Active) | Secret Security Clearance (Active)

Business Analysis: Requirements Gathering, Business Process Modeling, User Stories, Acceptance Criteria, Gap Analysis, Agile/Scrum, User Acceptance Testing (UAT)

Technical Skills: SQL, Salesforce CRM, Power BI, DAX, Power Query, Tableau, Microsoft Excel, GitHub, Microsoft Visio, Python (AI-Assisted Automation), Claude Code, GitHub Copilot

Business & Leadership: Systems Implementation, Data Analysis, KPI Development, Cross-Functional Collaboration, Process Improvement, Operational Reporting, Stakeholder Management, AI-Assisted Workflow Automation

WORK EXPERIENCE

Deloitte Consulting LLP - Atlanta, GA

Delivery Management Engineer II - AI & Engineering June 2026 - Present

- Analyze operational case data using SQL and Excel to monitor scheduling performance, case turnaround times, and backlogs across approximately 250-499 federal client cases weekly.
- Developed AI-assisted reporting and communication workflows using Claude, GitHub Copilot, Python, and Excel, reducing manual processing effort by an estimated 15-30 minutes daily.
- Standardized operating procedures and reporting workflows, identifying process bottlenecks and recommending improvements to case prioritization and operational efficiency.

Business Technology Solutions Analyst - AI & Engineering June 2024 – May 2026

- Analyzed 56+ stakeholder requirements and approximately 25 additional requirements across two Salesforce CRM releases supporting $400M+ in federal grant funding and 59 investments.
- Translated stakeholder needs into functional specifications, user stories, acceptance criteria, and process workflows, coordinating with developers to deliver Salesforce CRM capabilities.
- Developed Salesforce dashboards, configured data relationships and validation rules, and supported functional design decisions to improve reporting accessibility and data consistency.
- Led UAT with 6-10 participants, coordinating defect tracking, requirements validation, and release readiness; earned a Deloitte Applause Award for leadership and client delivery.

GE Vernova - Schenectady, NY

Lean Leader - Schenectady Cores and Castings January 2024 - June 2024

- Developed and deployed Tableau dashboards to centralize work-in-process reporting, replacing manual processes and improving production data accessibility for operators and supervisors.
- Gathered stakeholder requirements and coordinated cross-functional teams to implement visual management and furnace scheduling improvements, supporting reported on-time delivery performance of 98–99%.
- Analyzed operational workflows and collaborated with manufacturing, maintenance, and EHS personnel to implement process improvements and standardize procedures.

Volvo Group North America - Greensboro, NC

Quality Engineer Intern - NA Group Truck Operations QE January 2023 - December 2023

- Independently developed a Power BI resource-utilization dashboard using DAX, Power Query, and relational data modeling to improve management visibility into personnel allocation across projects.
- Created Visio process maps and analyzed manufacturing quality deviations using Pareto and root cause analysis to identify process gaps and support improvement recommendations.

The Boeing Company - Everett, WA

Industrial Engineering Intern - 767 Tanker May 2023 - August 2023

- Analyzed aircraft postproduction workflows through process mapping, time studies, and bottleneck analysis, identifying opportunities to improve turnaround time by approximately 10%.

Industrial Engineering Intern - 777 Industrial Engineering Integration May 2022 - August 2022

- Developed SQL queries and Tableau dashboards to automate production planning, contributing to a measured 28.6% reduction in planning duration from seven to five days.
- Automated manual reporting and planning workflows, saving approximately 40 total labor hours and earning Boeing's Most Innovative Project Award.

EDUCATION

The University of Arkansas - Fayetteville, AR

Master of Science in Engineering Management Expected July 2027

North Carolina A&T State University - Greensboro, NC

Bachelor of Science in Industrial and Systems Engineering December 2023