Kerrion Fraser

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SKILLS / CERTIFICATIONS

Certifications: Lean Six Sigma Green Belt, Quality America (Active) | Secret Security Clearance (Active)
Engineering & Operations: Industrial Engineering, Lean Manufacturing, Continuous Improvement, Production Scheduling, Work Measurement, Time Studies, Capacity Planning, Value Stream Mapping, Root Cause Analysis, Heijunka, Kaizen, Standard Work, Quality Improvement
Technical Skills: SQL, Tableau, Power BI, DAX, Power Query, Microsoft Excel, Microsoft Visio, Salesforce CRM, Python (AI-Assisted Automation), Data Visualization, Workflow Automation, Claude Code, GitHub Copilot, ChatGPT Codex
Business & Leadership: Requirements Engineering, Agile/Scrum, Cross-Functional Collaboration, Operational Reporting, KPI Development, Resource Utilization Analysis, Stakeholder Management, User Acceptance Testing (UAT), Prompt Engineering, AI-Assisted Process Optimization

WORK EXPERIENCE

Deloitte Consulting LLP - Atlanta, GA
Delivery Management Engineer II - AI & Engineering June 2026 - Present
- Manage scheduling, prioritization, and exception resolution for approximately 250-499 federal client cases weekly, monitoring case aging, turnaround times, and operational backlogs.
- Developed AI-assisted reporting and communication workflows using Claude, GitHub Copilot, Python, and Excel, reducing personal manual processing effort by an estimated 15-30 minutes daily.
- Standardized operational procedures and recurring performance reports, using SQL and Excel to analyze case-processing metrics, identify bottlenecks, and recommend workflow improvements.
- Developed reusable reporting templates and automation solutions adopted by colleagues to improve consistency and efficiency of daily operations.

Business Technology Solutions Analyst - AI & Engineering June 2024 – May 2026
- Analyzed 56+ documented stakeholder requirements and approximately 25 additional requirements across two Salesforce CRM releases supporting $400M+ in grant funding and 59 investments.
- Developed Salesforce dashboards, configured data relationships, and translated business needs into user stories and acceptance criteria to improve grant-management reporting.
- Led UAT for 6-10 participants and facilitated Agile delivery activities across two releases; 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 a Tableau WIP dashboard for gas turbine manufacturing, replacing manual reporting and improving shop-floor production visibility.
- Led a furnace scheduling Kaizen using Heijunka and visual management, supporting reported on-time delivery improvements to 98-99%.
- Coordinated cross-functional Lean improvements involving preventive maintenance, post-cast workflows, equipment enhancements, and operator training.

Volvo Group North America - Greensboro, NC
Quality Engineer Intern - NA Group Truck Operations QE January 2023 - December 2023
- Created a Visio value-stream map of the truck paint inspection process to support manufacturing quality planning for future vehicle models.
- Developed a Power BI resource-utilization dashboard using DAX and Power Query; analyzed quality deviations through Pareto and root cause analysis to support improvement decisions.

The Boeing Company - Everett, WA
Industrial Engineering Intern - 767 Tanker May 2023 - August 2023
- Conducted postproduction time studies, bottleneck analysis, and workflow mapping, identifying opportunities to reduce aircraft 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 reporting 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