

JOSHUA AMPONSAH

Technical Business Analyst | Systems Integration & Enterprise Platforms

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PROFESSIONAL SUMMARY

Business analyst with nearly 3 years of experience turning business needs into development-ready requirements, including 2 years embedded in a 9-person Scrum team. Authored 150+ Jira tickets with Gherkin acceptance criteria, built BPMN process models, and documented Zoho CRM-to-e-commerce integration and workflow requirements for healthcare e-commerce clients. Skilled in stakeholder discovery, SQL-based verification, and UAT. Building specialization in the Salesforce platform and travel technology; preparing for the Salesforce Certified Business Analyst exam.

CORE SKILLS

Requirements & Discovery: Requirements elicitation, stakeholder workshops, change request requirements documents (CRD), user stories with Gherkin acceptance criteria, BPMN process modeling, gap analysis, user journey mapping, risk analysis, technical SOPs

Integration & Data: CRM-to-e-commerce sync requirements (Zoho CRM), third-party provider scoping (SMS, payments), basic SQL, technical dependency mapping

Agile & Delivery: Scrum, Kanban, sprint planning, backlog management, definition of ready/done, UAT, manual QA, defect triage

Tools: Jira, Jira Service Desk, Confluence, Miro, Microsoft Copilot, Confluence RoVo AI, Power BI, Google Analytics, Webflow, Figma and Relume (basic)

PROFESSIONAL EXPERIENCE

Business Analyst

06/2024 – 06/2026

Ohio Legislative Information Systems | Columbus, OH

Embedded in a 9-person Scrum team (product owner/application development manager, 6 developers, backend/data engineer) supporting public-facing legislative web applications: 18 months on the Ohio Channel, a 24/7 statewide public-affairs video service, then 6 months on RAS4 rule-authoring software, the CODES website, and other legislative sites.

- Authored 150+ Jira tickets, including user stories with Gherkin (Given/When/Then) acceptance criteria, giving developers development-ready requirements.
- Led 6 process-discovery workshops with cross-functional stakeholders and produced 3 key BPMN as-is/to-be models; built technical dependency maps and process diagrams in Miro with senior developers.
- Created a merge-review schedule that increased visibility and accountability for code reviews; the team reported faster reviews and fewer stuck deployments.
- Facilitated sprint planning and daily stand-ups and kept work aligned to the definition of done through close coordination with developers.
- Verified completed work through manual QA and UAT against acceptance criteria, checked requirements against backend database logic with SQL, and logged defects in Jira with reproduction steps and technical context.
- Used AI notetaking and documentation-analysis tools (e.g., Microsoft Copilot, Confluence RoVo AI) to turn stakeholder meetings into detailed stories and acceptance criteria and to surface edge cases for test plans.

Business Analyst (Startup Venture)

11/2023 – 06/2024

Graceland Support Services | Joint partnership venture

- Led discovery workshops and interviews with the venture's partners to define scope for a pivot into government contracting, clarify service definitions, and challenge core operating assumptions.
- Performed a gap analysis of current versus desired state and a competitive market analysis to identify operational gaps and industry benchmarks.
- Synthesized discovery-session notes (with AI-assisted notetaking) into a project plan and business roadmap for the venture's restructuring and digital transformation.
- Mapped target user journeys from competitor research and Google Analytics data, then designed wireframes in Relume and Figma and built a Webflow MVP of the company website.

Jr. Business Analyst

09/2023 – 11/2023

Clarity Ventures | B2B e-commerce platform vendor

- Drafted a Change Request Requirements Document (CRD) for a specialty-pharmacy patient portal, scoping 8 change items with effort estimates, including 4 automated patient-notification workflows (triggers, message copy, build and test tasks), order-status automation, and account-email consistency rules.
- Applied a probability/impact risk-scoring matrix to flag a high-probability, high-impact schedule and budget risk on a third-party SMS provider integration, and proposed a lower-complexity alternative (limiting email changes to the profile page) for an address-sync change.
- Prepared discovery questions and call notes for a lab-testing client's B2B e-commerce build, covering scheduling, results, user and account structure, payment terms, and Zoho CRM account, order, and invoice sync direction; documented a phased delivery sequence (scheduling, results, large-group testing).
- Translated sales handoff notes (per-day test limits, group-testing invoice workflow, product visibility rules, CRM reporting needs) into scope and architecture questions for the delivery team.

Technical Analyst Intern

04/2023 – 08/2023

Better Trucks | Service desk architecture and package tracking application

- Gathered requirements from the data analytics lead and customer support teams and translated them into system specifications for a new service desk platform.
- Configured a Jira Service Desk instance (custom request types, fields, routing queues) and built conditional automation to tag, categorize, and route incoming support requests.
- Mapped customer user journeys for bug reports on the package tracking application and worked with the data analytics lead to link application error states to ticket intake.
- Authored technical SOPs and process flow diagrams for the service desk architecture; ran daily stand-ups and a Kanban board for the cross-functional team.

IT Coordinator

10/2021 – 12/2022

Ohio State University

- Analyzed web traffic with Google Analytics and Power BI to map user journeys and restructure the information architecture and navigation of the USG platform.
- Elicited and prioritized requirements from student stakeholder groups and translated feedback into functional specifications for the website redesign, aligning the Student Activities Office and Technology Services leadership from discovery through implementation.
- Managed the full intake lifecycle for student organization grant applications, coordinating fund allocations and processing payment disbursements through the University Financial System.
- Conducted compliance reviews and policy audits on reimbursement requests from undergraduate, graduate, and post-doctoral groups to protect university fiscal standards; supported three campus legislative bodies (USG, CGS, IPC).

EDUCATION

Ohio State University

12/2022

Bachelor of Arts in Psychology | GPA 3.5 | Cum Laude | Honors Student

CERTIFICATIONS & TRAINING

- Professional Scrum Master I (PSM I), Scrum.org, 06/2023
- Salesforce Business Analyst Certification Prep, Trailhead badge earned; Salesforce Certified Business Analyst exam in preparation