Dan Bragilevsky

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SUMMARY

Business Systems Analyst with 10+ years translating complex business processes into scalable technical solutions across regulated, high-availability environments. Experienced partnering with product, engineering, and operations teams to define requirements, analyze APIs and data flows, and deliver systems that improve reliability, compliance, and user experience.

EXPERIENCE

Technical Customer Support - Tier 2 | Grover Gaming

September 2024 - Present, Greenville, NC

- Act as second-line systems analyst for a **SQL**-backed, Windows-based production platform operating under strict SLAs, investigating data integrity, application behavior, and service failures across customer environments.
- Perform root cause analysis on recurring incidents by analyzing Windows services, logs, and relational data; translate findings into permanent fixes rather than repeat escalations.
- Designed and implemented PowerShell automation to detect and remediate service-level failures, eliminating **100+ recurring incidents per month**.
- Developed and maintained a shared library of advanced SQL diagnostic queries adopted by 6+ Tier 2 technicians, accelerating triage and standardizing analysis.
- Partner with product, engineering, and operations stakeholders to document system behaviors, edge cases, and failure patterns, improving internal system knowledge and handoff quality.
- Mentor junior technicians on structured troubleshooting, documentation standards, and clear technical communication.

Director, Content Project Manager | College Board

March 2023 - July 2024, Remote (New York City)

- Led planning and delivery for **32 interconnected content and platform workstreams** supporting Advanced Placement digital products, aligning business goals with technical and operational constraints.
- Partnered with **Product Owners, engineering, content, and operations teams** to define requirements, dependencies, and delivery sequencing for **3 new product launches and 10+ major revisions**.
- Elicited, documented, and refined **200+ user stories and functional requirements**, ensuring shared understanding across product, engineering, and non-technical stakeholders.
- Coordinated cross-system dependencies and vendor integrations across **50+ internal and external stakeholders**, maintaining a **97% on-time launch rate** for student-facing platforms used at national scale.
- Produced executive-facing documentation, dashboards, and status artifacts that translated complex delivery risks and system constraints into clear, actionable decisions.
- Identified and resolved scope, data, and workflow gaps early in the lifecycle, reducing downstream rework and stabilizing release timelines.

Lead Business Execution Consultant | Wells Fargo via Signature Consultants

November 2022 - March 2023, Charlotte, NC

- Analyzed and documented **20+ credit approval policies and workflows**, translating fragmented business rules into clear, auditable system and process documentation.
- Partnered with risk, compliance, and technology stakeholders to identify gaps, inconsistencies, and edge cases across **5+ credit strategies**, supporting regulatory alignment.
- Synthesized inputs from policy documents, operational workflows, and implementation artifacts to produce a single source of truth for downstream system execution.
- Created structured documentation and process models used to inform updates to credit decision logic and implementation planning.

Senior IT Business Analyst – Delivery Lead | Bank of America via Signature Consultants

January 2021 - October 2022, Charlotte, NC

- Led business and systems analysis across **4 product domains**, translating complex business needs into functional requirements, user stories, and technical specifications.
- Analyzed and documented system integrations and data flows by reviewing **JSON and XML APIs**, ensuring accurate downstream implementation and minimizing rework.
- Facilitated requirements workshops with business, product, and engineering stakeholders to align on scope, priorities, and technical feasibility.
- Served as delivery lead during sprint execution, supporting backlog refinement, dependency management, and on-time delivery across multiple release cycles.
- Participated in **quarterly Program Increment (PI) planning**, contributing to roadmap prioritization and sequencing over **18-month delivery horizons**.
- Acted as a primary liaison between business stakeholders and technical teams, translating constraints, tradeoffs, and implementation details into clear, actionable language.

Senior Project Manager | Accuity via Beacon Hill Staffing, Program Management Office

July 2019 - January 2021, New York, NY

- Led delivery of multiple technical initiatives totaling **$1M+**, coordinating timelines, dependencies, and system readiness across internal teams and external vendors.
- Elicited and documented business and functional requirements from domestic and international stakeholders, producing user stories and acceptance criteria used throughout delivery.
- Coordinated delivery across **multiple internal platforms and third-party systems**, managing integration dependencies and release sequencing.
- Established structured governance, milestone tracking, and risk management practices to maintain delivery momentum amid shifting constraints.
- Partnered with engineering, operations, and vendor teams to resolve scope, data, and workflow issues, avoiding downstream delays and rework.
- Delivered regular status and risk reporting to senior stakeholders, translating technical and delivery risks into clear decision points.

SDLC Project Manager | College Board via Beacon Hill Staffing, Project Management Office

November 2018 - June 2019, New York, NY

• Coordinated end-to-end delivery and quality assurance for **30+ digital courses**, ensuring platform readiness prior to production release.
• Partnered with product, engineering, content, and QA teams to identify defects, clarify requirements, and resolve issues before launch.
• Managed dependencies across multiple workstreams and vendors, aligning release timing with system and content readiness.
• Supported end-to-end SDLC execution, including requirements clarification, validation, and pre-release verification.
• Documented defects, risks, and resolution paths to improve transparency and reduce repeat issues in future releases.

Senior IT Business Technology Analyst | Federal Reserve Bank of New York, Project Management Office
June 2014 - October 2018, New York, NY

• Supported business and systems analysis for **15+ agile web, mobile, and infrastructure initiatives**, coordinating requirements and delivery across multiple functional teams.
• Analyzed and documented system integrations involving **up to 10 internal and external systems**, ensuring alignment between business workflows and technical implementation.
• Partnered with application development and infrastructure teams to support end-to-end SDLC execution across frontend, backend, and data components.
• Contributed to application development and integration efforts involving **APIs, databases, and backend services**, supporting reliable system behavior and data flow.
• Assisted with requirements clarification, testing coordination, and issue resolution to maintain system stability in a highly regulated environment.
• Produced technical and business-facing documentation to support knowledge transfer, audit readiness, and operational continuity.

EDUCATION

Bachelor of Science in Business Administration | University of Pittsburgh
Pittsburgh, PA, 2014

SKILLS

BUSINESS ANALYSIS: Business Requirements Documentation, User Story Development, Requirements Elicitation, Functional Testing, Process Modeling, Technical Problem-solving

SECURITY & COMPLIANCE: Security+ (In Progress), Audit Documentation, Regulatory Compliance, Risk Assessment, Quality Assurance Testing, Gap Analysis

DATABASE & SCRIPTING: SQL (Microsoft SQL Server, Oracle), Database Management, JavaScript, Python, PHP, Java, RESTful APIs, JSON, XML, PowerShell scripting

SYSTEMS & NETWORKING: Windows Server Administration, Linux Administration, Active Directory, Networking Troubleshooting, Hardware/Software Support, System Integration

TOOLS & PLATFORMS: JIRA, Confluence, SharePoint (Advanced), Microsoft Office Suite, Agile/Scrum Methodologies, LogMeIn