

CHRISTIAN CHESTER

SENIOR BUSINESS ANALYST / WEB TECHNOLOGY CONSULTANT

ABOUT ME

Hi, I'm Christian Chester. I'm a seasoned Technology Consultant specializing in eCommerce and Web Technologies. Having spent nearly a decade in this space, I still find it rewarding to take on the challenge of new projects, leveraging my experience from dynamic implementation projects and high-volume retail websites. I'm looking forward to new opportunities to share these skills with a team motivated to improve one another every day.

CONTACT



connect@christian-chester.com

SKILLS

BUSINESS ANALYSIS

- Business Requirements Elicitation
- User Story Creation
- Backlog Management
- Sprint Demonstrations
- Daily Scrums
- Axure Wireframing
- User Acceptance Testing
- Test Case Creation / Acceptance
- Business Case Creation

EXPERIENCE / WORK HISTORY



IMTHERE LLC

MAY 2023 - CURRENT

TECHNOLOGY CONSULTANT / SENIOR BUSINESS ANALYST

DALLAS, TX

Women's Networking Group Digital Strategy & Web Development
- Spearheaded an overarching design brand strategy including logo, style guide, messaging, and brand photography to encapsulate the vision of a successful women's networking group in Dallas, TX. The contract included planning, designing, and developing the launch of a membership-restricted website, strategically incorporating features for subscription-managed content access, recurring subscriptions, and event management/ticketing.

Medical Spa Website Redesign

- Contributed to a substantial increase in bookings, time on page, and a reduction in bounce rate for a medical spa by designing and developing an improved website that focused on a mobile-first responsive website design.

Local Fashion Brand Inventory Tracking

- Implemented RFID Tag inventory strategy for a small brand looking to grow through improved inventory accuracy and faster count cycles.

BLUESKY

COMMERCE

OCT 2022 - MAY 2023

SENIOR BUSINESS ANALYST (ECOMMERCE)

REMOTE

Midwest Veterinary Supply

- Orchestrated regular feature enhancements in adherence with industry best practices and the client organization's IT strategy. These features targeted improvements, notably enhanced user experience, streamlining the medication ordering process for pet owners, and strengthening customer engagement.

- Collaborated with cross-functional teams, including back-end developers within project team and client teams, to prioritize and coordinate agile development sprints.

IMTHERE LLC

(CONTINUED)

JAN 2022 - SEP 2022

SENIOR BUSINESS ANALYST - OMS / ECOMMERCE (CONTRACT)

REMOTE - CONTRACT

Chico's FAS, INC

- Successfully led business analysis initiatives related to an OMS enhancement project by delivering comprehensive requirements from a legacy OMS to the upgraded system.

- Requirements were managed and prioritized to support a phased rollout, ensuring that development dependencies were accounted for within the expected timeline.

- Acted as a driver for batch and API-based inventory updates between web and OMS platforms.

- Designed and maintained requirements and vendor coordination for payment service integrations, including Amazon Pay, PayPal, and World Pay.

IMTHERE LLC

(CONTINUED)

JUL 2020 - NOV 2021

ECOMMERCE BUSINESS ANALYST

REMOTE - CONTRACT

Wilson Sporting Goods

Elicit and maintain business and functional requirements necessary to execute a Magento upgrade project for Amer Sport's Wilson brand and other North American brands.

- Execute fit-gap analysis to leverage development efficiencies with other partner brands that are performing parallel development within the same unified eCommerce platform.

- Orchestrate two-week sprint cycles, including backlog creation, grooming, and development handoff per business and implementation team needs.

- Facilitate client discussions by liaising cross-functional interactions between merchandising, marketing, finance, and other business stakeholders impacted by eCommerce decisions.

- Developed and executed test cases for User Acceptance Testing executed after the development phase.

CHRISTIAN CHESTER

SENIOR BUSINESS ANALYST / WEB TECHNOLOGY CONSULTANT

TOOLING

Have executed projects with eCommerce platforms such as:

- SAP Commerce Cloud / Hybris
- HCL / Websphere Commerce
- Salesforce Commerce Cloud
- Magento
- Shopify

Proficient in the Use of Enterprise Admin Tools such as:

- SAP Commerce B2B & B2C Accelerators, WCMS, SmartEdit, Back-office Cockpits (Product Admin, Customer Service), Catalog Synchronizations, and Classification Configuration.
- Commerce Management Center (HCL / Websphere)
- Magento Admin Tools

EDUCATION

Missouri State University
Springfield, MO
BS, Computer Information Sys-

EXPERIENCE / WORK HISTORY



ZAELAB

MAR 2019 - APRIL 2020

ECOMMERCE BUSINESS ANALYST

REMOTE

- Capture and maintain functional and technical specifications necessary to stand up B2B and B2C implementations within Hybris/SAP Commerce.

- Facilitate requirements needed to migrate from DataHub to SCPI data communications that are required to implement SAP Commerce Cloud v6.8.

- Created requirements to import and transform product data from proprietary manufacturing systems, into PIM, where it can be digested into ecommerce systems.

- Design page template wireframes and mockups in Axure to display visual design per client style guides.

- Lead onsite sprint demonstrations and User Acceptance Testing for business stakeholders while maintaining continuous incremental development using Agile methodology practices such as daily scrums, three-week sprint cadences, and sprint demonstrations.

LIVE AREA / PFS WEB

AUG 2017 - MARCH 2019

JR. BUSINESS ANALYST

REMOTE

BEALLS INC

MAY 2016 - AUG 2017

ECOMMERCE ANALYST / JR. PRODUCT OWNER

BRADENTON, FL

BASS PRO SHOPS

MAY 2014 - APR 2016

ECOMMERCE BUSINESS ANALYST

SPRINGFIELD, MO

SKILLS

- Experienced in documenting and tracking issues & defects through project tracking tools such as JIRA.
- Possess great knowledge of web development best practices, including an emphasis on improving the UX/UI of mobile web experiences.
- Proficient in working within CMS tools across multiple eCommerce platforms.
- Possess the ability to document information for the understanding of both technical and non-technical resources
- Skilled in facilitating workshops and meetings to elicit functional and technical requirements for implementations as well as ongoing feature enhancement.

- Experienced with working in a quick response environment that requires a great attention to detail and the ability to pivot to resolve issues promptly.
- Familiar working within agile methodologies as an approach for development projects.
- Experienced in planning and executing User Acceptance Testing sessions.
- Proficient with analytics tools such as Google Analytics, Google Search Console, and BrightEdge.