Sedrick Wall

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BUSINESS ANALYST / PRODUCT MANAGER | AI-ENABLED SOLUTIONS & AGENTIC WORKFLOWS

PROFESSIONAL SUMMARY

Business Analyst and Product Manager with 6+ years delivering B2B and B2C solutions across healthcare, automotive, and enterprise services, delivering remotely with distributed cross-functional teams across 10+ countries. Daily AI power user who builds with agents: diagnoses broken workflows, quantifies the cost, prototypes the fix with AI-assisted code, automation, and tool-connected agents, and drives adoption with stakeholders. Strong written and verbal communicator who runs requirements gathering, writes PRDs and BRDs, prioritizes the backlog, and ships working demos. Hands-on with Salesforce low-code workflows, SQL, Python/JavaScript, APIs, Excel, Jira, Confluence, Power BI, Amplitude, and Google Analytics.

CORE QUALIFICATIONS

AI Workflow Design & Prompt Design • Tool-Connected Agents (MCP) • Requirements Gathering & Discovery • Process Automation • Salesforce Low-Code Workflows & Dashboards • SQL, Python/JS & API Integration • Data Analysis & Excel • PRDs/BRDs/User Stories • Prioritization & Roadmaps • KPI & Funnel Analytics • A/B Testing • Jira Approval Workflows & Governance • Confluence Documentation • Change Management • Agile/SAFe • Vendor & Stakeholder Management

AI & AGENTIC WORKFLOWS

- Use Claude, ChatGPT, and coding agents daily for research, data analysis, drafting, and building; connect agents to real tools and APIs through MCP so they read and act on live files, email, and the web.
- Run an agent-driven job-search pipeline (Firecrawl, Hunter.io, Claude) that discovers and scores postings, tailors resumes and cover letters, and drafts outreach with human review and red-team checks before anything is used.
- Verify AI output against source documents and data before sharing, and keep a human approval step on every action that sends, publishes, or spends.

PROFESSIONAL EXPERIENCE

Business Analyst / Product Manager **Jul 2019 – Present**

Infosys (client-facing consulting, remote client engagements) — Richardson, TX

- Improved retention 22% and cut annual operating costs $5.6M by automating cross-team processes, defining acceptance criteria for service features, and tracking KPIs in Power BI.
- Unlocked $12M+ in qualified pipeline by mapping the lead-to-opportunity process and redesigning Salesforce workflows and dashboards, improving speed-to-contact 15%.
- Nucleus Network (remote): Cut manual reporting time 60% (200+ hours a year) by automating cross-department KPIs in Power BI and defining data contracts with stakeholders.
- Nucleus Network: Increased feature engagement 15% by running A/B tests on key UI flows and synthesizing Amplitude and Google Analytics results; raised NPS 3x by turning interview insights into PRDs and user stories.
- Johnson & Johnson (remote): Drove a global site rebrand and phased launch for 20,000+ users across UX, engineering, QA, and compliance, lifting adoption 40%; aligned 20+ stakeholders in 10+ countries via weekly workshops.
- Toyota / Lexus (remote): Raised sprint velocity 20% and cut delivery timelines 15% by standardizing Agile ceremonies; Power BI dashboards sped decisions 30%.
- Built and managed Jira approval workflows for change requests, intake requests, and bugs, and authored governance documents and Confluence pages defining how a team of 10 and 3 to 5 business stakeholders use Jira, create tasks, run workflows, and manage change.
- Preserved $40M+ in annual revenue by aligning IT, Sales, and Compliance on a multi-release roadmap and PRDs, on time and under budget.

PROJECTS

- Purchase or Pass: Solo-built a deal-analysis app that helps real estate investors decide whether to buy or pass on a property, using AI coding agents and API-driven logic.
- Move With Purpose: Built a 28-day guided movement and scripture app with sign-in, saved progress, reminders, and streaks, cloud-hosted on Supabase and Vercel and versioned in GitHub.
- Cardly: Built an iOS app (Capacitor) with AI-assisted development that lets users scan the birthday, Father's Day, and other cards they receive so none get lost, then revisit and share them with friends.

EDUCATION

BA, Finance, University of Texas at Arlington | Full Stack Web + Mobile (Front-End Focus), NuCamp | Certifications: Google Analytics, Adobe Certified, Business Analysis for Digital Transformation, SAFe Practitioner

TECHNOLOGY & TOOLS

Claude, ChatGPT, Replit, Lovable, Python, JavaScript/React, SQL, Salesforce, Power BI, Jira, Confluence, Figma, SAP, Supabase, Vercel