

BRYAN PIERRE

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Digital Systems Analyst | Product & UX Systems | Frontend-Capable Enterprise Workflow Roles

PROFESSIONAL SUMMARY

Information Systems graduate and Digital Analyst with experience supporting enterprise digital modernization across insurance, banking, and web platforms. Strong at translating stakeholder needs into requirements, user stories, workflow documentation, QA/UAT feedback, and product-ready design decisions. Brings a blended systems, UX, and front-end foundation across Agile delivery, internal portals, digital banking workflows, responsive interfaces, analytics, and portfolio-scale full-stack projects.

CORE SKILLS

Systems & Product Analysis: Requirements gathering, user stories, acceptance criteria, process mapping, workflow analysis, UAT, QA validation, release-readiness support, stakeholder documentation

UX & Product Design: User journey mapping, wireframing, prototyping, usability feedback, information architecture, design systems, accessibility-aware design, mobile-first interaction patterns

Front-End & Full-Stack: JavaScript, TypeScript, React, Angular, HTML/CSS, Material UI, Bootstrap, Java, Spring Boot, REST APIs, PostgreSQL, SQL, Firebase

Tools & Platforms: Figma, Git/GitHub, Vercel, WordPress, Webflow, Google Analytics, Google Tag Manager, Excel/Sheets, Jira/Confluence

PROFESSIONAL EXPERIENCE

American International Group (AIG)

Charlotte, North Carolina

Digital Analyst, Global Business Operations

July 2025 - Present

- Support enterprise digital initiatives by analyzing internal portal workflows, documenting user needs, and clarifying business and system requirements for cross-functional delivery teams.
- Translate stakeholder feedback and workflow pain points into user stories, acceptance criteria, process documentation, and functional requirements that help align product, UX, engineering, and business partners.
- Participate in Agile ceremonies, live demonstrations, and build reviews to evaluate new functionality, gather feedback, and support iterative improvement of internal digital tools.
- Assist QA/UAT activities by comparing application behavior against documented requirements, identifying usability gaps, and communicating remediation needs in clear, structured language.
- Create visual guides, process notes, and system walkthroughs that make complex workflows easier for users, reviewers, and implementation partners to understand.
- Apply human-centered design thinking to enterprise workflows, balancing usability, accessibility, operational constraints, and delivery practicality.

Salem Five Bank

Salem, MA

Digital Banking Intern

May 2024 - August 2024

- Helped modernize a mortgage-related workflow by transitioning manual processing into a digital experience, contributing to a 20% reduction in processing errors and improved workflow consistency.
- Assisted with a company-wide intranet rollout, supporting content organization, user adoption, and QA feedback for a platform that improved internal communication efficiency by 50%.
- Conducted competitor research and user testing across digital banking experiences, identifying 3 strategic UI/UX improvement opportunities for customer-facing workflows.
- Supported online and mobile banking testing, upgrades, and documentation by reviewing user flows, collecting feedback, and communicating findings to digital banking stakeholders.
- Created workflow notes, product observations, and research summaries that helped connect customer pain points, business priorities, and digital product decisions.

Utz Brands, Inc.

Remote

Web Design & Content Creation Intern

May 2023 - September 2023

- Designed and updated responsive web pages and landing content across brand properties, improving mobile accessibility and contributing to a 25% improvement in site speed.
- Partnered with marketing and creative stakeholders to develop visually consistent landing pages and digital assets, helping improve user engagement by 30%.
- Used Google Analytics and page-level performance signals to identify optimization opportunities and support data-informed content and UI improvements.
- Maintained web pages, assets, and plugin updates with attention to accuracy, brand consistency, and reliable digital publishing workflows.

IBM Accelerate

Remote

UX Design Track

May 2023 - August 2023

- Completed a design training track focused on enterprise design thinking, user context, experience architecture, information flow, and accessibility-aware product decisions.
- Applied interaction principles including Hick's Law and Fitt's Law to evaluate interface complexity, user efficiency, and decision-making friction in digital experiences.

- Translated business constraints into user-centered opportunities through structured critique, design rationale, and experience mapping exercises.

97creative.co

Lynn, MA

WordPress Developer Intern

August 2022 - May 2023

- Developed and launched 12+ mobile-responsive websites, translating client goals into wireframes, page layouts, front-end updates, and WordPress implementations.
- Presented and iterated 10+ wireframes with clients to clarify requirements, align expectations, and refine project scope before buildout.
- Led design, testing, and development of landing pages that improved conversion potential by 35% through stronger layout, content structure, and responsive behavior.
- Integrated SEO-aware plugins and technical updates that boosted client page rankings by 30%, while maintaining compatibility across themes and plugins.
- Performed plugin/theme maintenance and security checks, reducing website vulnerabilities by 40% and improving reliability for client sites.

Centre Realty Group

Newton, MA

Licensed Real Estate Agent

January 2022 - Present

- Analyze market data, property options, and client priorities to present structured recommendations and support informed real estate decisions.
- Manage a database of 750+ contacts across buyers, sellers, and administrative workflows, strengthening organization, follow-up discipline, and stakeholder communication.

Climable.org

Cambridge, MA

Research Intern

June 2021 - August 2021

- Conducted data-driven research and analysis, compiling findings in Excel, Google Sheets, and presentations to support program and communication decisions.
- Designed branded digital materials and supported content strategy through SEO-aware writing, visual communication, and research-backed messaging.

Algorand Technologies

Boston, MA

Human Resources Operations Intern

September 2020 - June 2021

- Compiled and organized HR operational data into structured reports, supporting recruitment and talent-management workflows.
- Supported employer visibility through SEO-informed content and digital presence improvements.

SELECTED PROJECTS

Insurance Claims Management Portal

2026

Java, Spring Boot, PostgreSQL, React, Material UI, REST APIs, GitHub

- Built a full-stack insurance workflow MVP with claimant submission, claim lookup, admin review, status updates, reviewer notes, supporting document metadata, and claim history.
- Designed workflow rules to prevent invalid status transitions, require reviewer notes for key decisions, and keep business behavior visible through a structured audit-style history.
- Packaged the project for portfolio review with seeded demo data, screenshots, API summary, setup steps, role-based walkthroughs, limitations, and future-improvement notes.

Internal Enterprise Announcements System

2026

Angular, TypeScript, responsive enterprise UI, content management workflow

- Created an enterprise announcements system case study focused on internal communications, priority messaging, scheduled/live states, employee feed behavior, and admin management workflows.
- Structured the UI and case study around enterprise product concerns including clarity, targeting, mobile usability, status visibility, and stakeholder-ready documentation.
- Integrated screenshots and project documentation into the portfolio as a second completed strategic project, positioned separately from earlier prototype and archive work.

Insurance Claims Submission Prototype

2025

React, Firebase, Bootstrap/Material UI, form workflow prototype

- Built an early insurance claim submission prototype to explore form capture, submitted-claim visibility, and real-time database concepts before expanding into a more mature full-stack claims portal.

Portfolio Website & Case Study System

2026

Next.js, MDX, Vercel, GitHub, project screenshots, case study writing

- Developed a public portfolio system to present enterprise workflow projects through case studies, screenshots, live deployment QA, GitHub links, and recruiter-friendly project positioning.

EDUCATION & PROFESSIONAL DEVELOPMENT

Boston College, Woods College of Advancing Studies

Bachelor's Degree in Information Systems

- Academic foundation in information systems, systems architecture, programming, data visualization, cybersecurity fundamentals, digital marketing, and business communication.

IBM Accelerate

Completed 2023

Design Track

- Professional development in enterprise design thinking, UX principles, experience architecture, prototyping, and human-centered problem solving.