Kojo **Otchere**

Systems Engineer

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Work History

2021-01 - Current

Systems Engineer, Logistics & Supply Chain

General Dynamics Information Technology, Sterling, Virginia

- Serve as a consulting team member with an IT background
- Provide technical support for sourcing, procurement, and supply chain management to improve efficiency and cost savings for the Department of State
- Lead the sourcing team, evaluate suppliers, and foster strategic relationships to streamline request handling and improve supplier performance
- Serve as a liaison between program's technology development and supply chain teams to meet critical customer requirements
- Participate in information gathering sessions with DOS and validate business processes for maturing existing operations. Initiated and led transition projects resulting in the redesign of systems, based on comprehensive reports of best practices and suggested improvements
- Develop, organize, and analyze operational and organizational data to evaluate potential operational changes and design new methodologies for reporting
- Generate monthly and/or ad-hoc reports
- Track action items and ensures that actions are followed up and complete
- Successfully close customer requests, exceeding target SLAs, and improving customer satisfaction
- Analyze enterprise configurations and provide technical solutions to improve system performance and reliability

2018-08 - 2020-12

Senior Support Engineer, Enterprise Development

MicroStrategy, Inc, McLean, Virginia

- Designed and developed new systems, applications, and solutions for external customer's enterprise-wide systems and networks
- Integrated new architectural features into existing infrastructures, designed architectural artifacts, provided architectural analysis of tool/solution features and related existing system to future needs and trends, embedded advanced forensic tools and techniques for attack reconstruction, provided engineering recommendations, and resolved integration and testing issues
- Developed advanced technical knowledge of various software, enabling timely resolution of customer issues
- Provided strategic guidance for Microstrategy software, resulting in timely closure of 500 support cases
- Monitored health, performance and operational trends to proactively identify issues and propose and implement solutions, and utilized monitoring software and system logs to ensure timely response to network and systems issues, improving system uptime and reliability
- Deployed analytic models and dashboard solutions using ETL and Visualization tools
- Assisted with identifying data challenges and developed repeatable solutions in relation to organizational needs. Modeled and evaluated potential impact of data changes
- Designed and maintained data systems and databases; this included fixing generation errors and other data-related problems
- Optimized SQL scripts and resolved critical customer issues, improving data analysis and testing
- Collaborated with programmers, engineers, and organizational leaders to identify opportunities for process improvements, recommend system modifications, and develop policies for data governance
- Communicated effectively with members to resolve questions with reports, access, and data inconsistencies
- Cultivated strong relationships with high-priority clients, resulting in improved customer satisfaction and loyalty
- Created six public knowledge base articles to assist customers and partners in understanding product functionality
- Won recognition from supervisors and colleagues for "effective external and internal communication, troubleshooting, availability, and thoroughness", by taking ownership of, and providing prompt resolution to, 27 customer issues thereby freeing up bandwidth for team members to participate in role-based training courses

2016-06 - 2018-05	**Systems Analyst, Sales & Business Development**

Akira Technologies, Inc., Washington, DC

- Reviewed over 100 proposals, quotes, and purchase orders as the technical contact for the VAR team, supporting the sourcing and procurement process for IT equipment and services
- Participated in the development of innovative solutions for business process management, process automation, and VAR software and services, contributing to the success of our proposal efforts
- Supported business development activities by researching, evaluating, and reporting on federal market trends, enabling us to optimize our responses to government-issued Request for Quotes (RFQs)
- Worked closely with outside sales representatives to identify new business opportunities and build a strong network of partnerships, resulting in increased sales
- Built strong relationships with assigned accounts, implementing process improvements and optimizing team performance, resulting in increased efficiency and effectiveness
- Collaborated with vendor representatives and company customers to set up optimal delivery schedules, streamlining the supply chain and improving our operational efficiency
- Ensured the timely fulfillment of customer quotes, orders, and resolution of customer service issues, resulting in improved customer satisfaction
- Led system analysis, documentation, testing, implementation, and user support for platform transitions, coordinating team-wide resolutions to ensure smooth and successful transitions
- Merged proposal documents into an organized repository, making them more accessible for the business development team and improving their efficiency

Education

2023-01 - 2025-05	**Master of Science: Information Technology**

The University of Cincinnati - Cincinnati, OH

2013-08 - 2018-05	**Bachelor of Science: Systems Engineering, Business Administration**

The George Washington University - Washington, DC

Certifications

AWS Technical Professional (Digital)

AN 100: MicroStrategy Analyst Specialist Bootcamp

AN 200: MicroStrategy Analyst Master Bootcamp

Technical Profile

- Microsoft Windows
- Linux
- Microsoft Office
- VMware
- Salesforce
- MicroStrategy
- ServiceNow
- Microsoft Active Directory
- Group Policy
- Microsoft Access
- SQL
- MySQL
- SQL Server
- Web Servers
- Application Servers
- iOS