

Qiana N. Cunningham, MBA

Senior Technical Project Manager | Senior Business Systems Analyst | Product Owner

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PROFESSIONAL SUMMARY

Enterprise Technology Leader with over 10 years of experience delivering high-stakes CRM, ERP, and API solutions across the insurance, telecom, and manufacturing sectors. Expert in bridging technical engineering with business strategy through SQL development, API validation, and data analysis. Proven track record of reducing defect timelines by 40% and maintaining a 99% quality score in regulatory environments.

EXPERIENCE

STATE FARM AGENT OFFICE | Duluth, GA | 2025 – Present

Insurance Systems Lead & Agency Operations

- Drive sales growth and customer retention by overseeing Salesforce CRM data to ensure accurate lead tracking and personalized client engagement strategies.
- Resolve complex policy and underwriting issues through direct collaboration with agency stakeholders, ensuring seamless service delivery and long-term client loyalty.
- Streamline sales workflows by identifying and implementing process optimization initiatives that allow the team to focus on proactive outreach and relationship management.
- Lead high-volume account analysis to resolve policy discrepancies, improving customer satisfaction and overall operational efficiency.
- Provide technical support and incident response for mobile application and beacon-related issues, diagnosing connectivity, syncing, login, and device compatibility concerns while escalating complex incidents as needed.

COGNIZANT TECHNOLOGY SOLUTIONS (Client: Cox Communications) |

Atlanta, GA | 2021 – 2024

Technical Project Manager / Senior Business Systems Analyst / Scrum Master

- Robocall Protection & Fraud Mitigation: Spearheaded the integration of analytical tools to identify and screen scams in real-time, enhancing customer security and system integrity.
- Orchestrated end-to-end IT project delivery through strategic leadership, implementing robust security protocols and maintaining stakeholder alignment.

- Conducted Veracode security scans, mitigating Java Spring Boot vulnerabilities, demonstrating a proactive approach to cyber security risk reduction
- Agile Leadership: Facilitated scrum and parking lot sessions, sprint planning and backlog refinement for high-stakes CRM and security initiatives, improving delivery efficiency.

SAFEGUARD PRODUCTS INTERNATIONAL, LLC | Atlanta, GA | 2021

Technical Project Manager / Business Analyst

- Efficiency Gains: Reduced defect resolution timelines by 40% through proactive issue management and rigorous SDLC execution.
- System Delivery: Managed ERP and CRM enhancement projects from requirements through UAT and production support.

AGCO CORPORATION | Duluth, GA | 2019 – 2020

Senior IT Business Analyst / Project Lead

- Electronic Diagnostic Tool (EDT): Managed the technical delivery and ECU calibration capabilities for the EDT, enabling dealers to monitor real-time machine data.
- Next-Gen Telemetry: Coordinated cross-functional dependencies for AGCO Connect and the Tech Connect Suite, achieving a 98% on-time delivery rate.
- Manufacturing Precision: Supported the integration of critical diagnostic processes and specialized monitoring for essential service tools.

Assurant, Inc. | Atlanta, GA

Business Systems Analyst | 2017–2019

- Led initiatives for new and enhanced insurance products, aligning business, technology, and operations stakeholders.
- Elicited requirements performed gap analysis, and supported implementation planning and release readiness.
- Executed UAT planning, scripting, and defect management to support quality releases.
- Delivered 100% of targeted objectives across assigned initiatives through proactive ownership and follow-through.

AMERICAN INTERNATIONAL GROUP (AIG) | Atlanta, GA / New York, NY | 2012 – 2017

Business Analyst / Compliance Analyst

- Quality Performance: Earned Top Analyst recognition for maintaining a 99% quality score across IRIS regulatory reporting and UAT.
- Regulatory Reporting: Managed high-precision financial ratio analysis and solvency monitoring to ensure compliance with global insurance standards.

EDUCATION & CERTIFICATIONS

- Master of Business Administration (MBA), Project Management | American InterContinental University
- Bachelor of Science, Business Management | SUNY Empire State College
- Cyber & Network Security Boot Camp | Georgia Institute of Technology
- Generative AI Applications Training