

PROFESSIONAL RESUME

Kenny Frank

Manager · Business Analyst · Product Owner

INNOVATIVE TECHNOLOGY EXPERTISE

Artificial Intelligence · Audio communication design, including contact center technology and retail communications · Blockchain

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PROFILE

Manager, business analyst, and product owner with experience connecting strategy, requirements, delivery teams, vendors, and operational readiness. Specialized technology expertise spans Artificial Intelligence, audio communication design across contact center technology and retail communications, and blockchain. Enterprise work is reinforced by hands-on TypeScript, React, Next.js, Linux, database, and self-hosting practice.

CORE CAPABILITIES

- Business analysis
- CCaaS modernization
- AI-enabled workflow delivery
- TypeScript, React, and Next.js
- Product ownership
- Requirements and process modeling
- Stakeholder and vendor coordination
- Linux self-hosting and operations

EXPERIENCE

Capgemini America2026 — Present

Manager · Business Analyst · Product Owner · CCaaS SME

- Lead discovery, requirements definition, process mapping, backlog development, UAT planning, and release readiness across client delivery.
- Coordinate client stakeholders, engineering, QA, vendor partners, and leadership around dependencies, risk, priority, and execution visibility.
- Completed Capgemini Global Insurance L1 domain certification on August 12, 2026.

Tractor Supply Company2023 — 2026

Business Analyst · Product Owner

- Led business-analysis and product-delivery work for NICE CXone modernization, including requirements, call flows, UAT, and deployment readiness.
- Led requirements, backlog refinement, field feedback, and release readiness for TSC Connect across a 2,000+ location retail environment.
- Contributed to team delivery associated with an 80% reduction in system issues, \$500K+ projected annual savings, and \$3.9M incremental first-year revenue.
- Received the Customer Solutions Partner of the Year award in 2024 for sustained collaboration and delivery support.

Satisfaction Book Box2021 — Present

Strategic Operations Advisor · Partner

- Advise product strategy, operating-model decisions, fulfillment capacity, pricing, customer experience, and internal technology.
- Help identify cross-functional dependencies across creative production, manufacturing, freight, fulfillment, and customer communication.
- Supported the broader team as the business grew to 1,000+ active subscriptions while maintaining approximately 1.7% average lifetime churn.

Nclyne LLC2020 — 2022

Lead Contributor

- Led digital-commerce initiatives from concept through launch for a creator-focused collective.
- Coordinated a small international developer and marketing-analyst team for client delivery.
- Contributed within teams whose launches generated \$300K+ in a contracted quarter and \$2M+ across primary and secondary sales.

EDUCATION

Tennessee State University

B.S., Computer Science · Expected 2026

Nashville State Community College

A.S., Web Development · 2023

General Assembly

Completed technology bootcamp

TOOLS & TECHNICAL PRACTICE

NICE CXone / Genesys Cloud / Talkdesk / Jira / Confluence / Figma / SQL / TypeScript / React /

Next.js / Node.js / Python / Linux

INDEPENDENT PROJECTS

Direct ownership of FRNK.MEDIA, FRNK.CASA, Linux self-hosting, and client front-end delivery keeps product and systems leadership grounded in implementation and operations.

CERTIFICATION & RECOGNITION

Global Insurance L1

Capgemini University · August 12, 2026

Customer Solutions Partner of the Year

Tractor Supply Company · 2024