

PLATO CHOI

TECHNICAL BUSINESS ANALYST | PROCESS, DATA & SOLUTION DELIVERY

Baton Rouge, LA | choi.p.git@gmail.com | boot.dev/u/pchoi

PROFESSIONAL SUMMARY

Technical business analyst combining 9+ years of operations leadership with BABOK-aligned study, backend-development training, and hands-on agentic engineering. Identifies operational gaps, translates workflows into requirements, business rules, data mappings, controls, and traceable decisions, then builds and field-tests functioning prototypes. Clear, detail-oriented communicator across operational, executive, and technical audiences with practical experience in governance, exception handling, validation, UAT, and implementation. Selected as an internal-application focus-group participant and beta tester, providing actionable workflow and usability feedback to product stakeholders.

BUSINESS ANALYSIS COMPETENCIES

Business Analysis: requirements elicitation and lifecycle management; current-state/future-state and gap analysis; process and data mapping; stakeholder analysis; business rules; acceptance criteria; solution evaluation; requirements traceability matrix | **Delivery & Governance:** SDLC; functional testing; UAT; risk analysis; decision logs; change control; exception-path design; data quality and reconciliation; audit controls; SOPs; change adoption | **Technical:** agentic engineering; Python; Flask; pandas; SQL/SQLite; REST APIs; JSON; CSV/XLSX transformation; Git/GitHub; pytest; debugging; backend fundamentals | **Communication:** stakeholder facilitation; executive decision support; user-feedback synthesis; cross-functional communication; training; detail-oriented documentation

SELECTED BUSINESS ANALYSIS PROJECTS

Portfolio note: *Work-related improvements independently initiated from observed operational gaps; not corporate-sponsored. Each was solo-owned from analysis through development and UAT and field-tested as a functioning prototype, with Codex used as an AI development collaborator.*

POS Data Migration and Initialization Suite | Independent work initiative; field-tested prototype | Jun-Jul 2026

- Analyzed and redesigned an end-to-end platform-migration process spanning account reconciliation, family-balance transfer, product/menu database initialization, and inventory enrichment across Odin, SAGE Menu Builder, and LunchTab.
- Solo-led the lifecycle from current/future-state and gap analysis through requirements, business rules, solution design, development, functional testing, and UAT; used Codex as an AI development collaborator to build two Python desktop applications for upload-ready XLSX/CSV transformation.
- Created stakeholder analysis, risk register, decision log, change proposal, traceability matrices, acceptance controls, SOPs, test evidence, and audit artifacts; implemented matching, identity validation, review gates, control totals, source preservation, and blocked-export safeguards.
- Validated the balance workflow on 1,478 accounts, reducing a projected 15.4-hour manual cycle to about 3 minutes (approximately 99.7%); delivered a six-step initialization workflow across three source types with nine run artifacts and 134 passing tests.

Label Request and Printing Workflow | Independent work initiative; field-tested prototype | Jun-Jul 2025

- Observed a recurring request-to-print gap, documented the current state and operating constraints, defined the future-state workflow and controls, and built and field-tested a functioning prototype to improve request visibility, handoffs, accountability, and turnaround consistency.

Recipe, Menu, Production, and Inventory Platform | Independent work initiative; field-tested prototype | Apr-May 2026

- Analyzed commercial-kitchen information and planning gaps and built a Flask/SQLite operational prototype covering recipe authoring, menu cycles, forecasting, production records, inventory counts, shortage planning, workflow roles, review history, CSV export, and print outputs.
- Defined modular data contracts, business rules, migrations, validation, exception handling, and role-based workflows; created test data for 500 base foods, 200 recipes, and a 16-week menu cycle to validate end-to-end operating scenarios.

PROFESSIONAL EXPERIENCE

SAGE Dining Services | Baton Rouge, LA Executive Chef (promoted from Sous Chef)

Nov 2022 - Present

- Own day-to-day venue operations and financial performance, monitoring budget targets, labor, purchasing, service quality, and corporate standards while resolving competing priorities.
- Partner with client contacts and customers to clarify needs, evaluate constraints, communicate tradeoffs, and convert feedback into operational plans and service improvements.
- Selected for focus groups and beta testing of internal applications; evaluate end-to-end user workflows, test functionality, identify usability and process issues, and communicate actionable feedback to internal product stakeholders.
- Develop team capability through onboarding, coaching, performance feedback, and standardized work practices; adapt communication to varied experience levels and roles.

- Use SAGEware, Menu Builder, Recipe Database, online ordering, and mySAGE Kiosk; created a barcode-implementation SOP recognized as a potential model for broader use.

ChefAdvantage | Baton Rouge, LA
Chef Manager

Jul 2021 - Oct 2022

- Managed client relationships, staff performance, event execution, purchasing, and operating results while delivering to budgeted financial and quality goals.
- Implemented and maintained HACCP controls, translating compliance requirements into repeatable procedures, training, and daily verification practices.
- Built a positive team environment through clear expectations, rapid issue resolution, coaching, and hands-on coordination during high-pressure operations.

Campus Cooks | Baton Rouge, LA
Unit Manager / Chef

Aug 2017 - May 2021

- Led unit operations, production planning, sanitation, spending, documentation, and staff development while balancing company standards with client preferences.
- Facilitated recurring menu meetings to elicit client needs, reconcile adventurous and conservative preferences, and convert feedback into feasible plans.
- Drove continuous improvement in kitchen quality and standards through observation, feedback, process adjustment, and team training.

Embassy Suites Baton Rouge | Baton Rouge, LA
Cook II

Dec 2015 - 2017

- Coordinated daily inventory, vendor purchasing, invoice records, equipment-maintenance requests, special-diet execution, and food-cost support in a deadline-driven hotel operation.
- Supported employee training in standard operating procedures, food safety, and sanitation requirements while maintaining consistent restaurant and banquet execution.

ADDITIONAL LEADERSHIP & COMMUNICATION EXPERIENCE

Church of the Highlands Media Ministries | Volunteer Streaming Lead | Baton Rouge, LA | Jan 2015 - Present

- Plan and coordinate service streams, special event, logistic, adapting scope, timing, and service to community needs.

Instrument Instructor / Principal Flutist | Hong Kong | 2013 - 2015

- Taught complex techniques through individualized instruction, organized public performances and competition preparation, and led ensemble execution as a principal musician.

EDUCATION & PROFESSIONAL DEVELOPMENT

Entry Certificate in Business Analysis (ECBA) Preparation | IIBA BABOK Guide-aligned study in progress; target January 2027

Boot.dev Backend Developer Path | Enrolled; multiple backend-path courses completed | <https://www.boot.dev/u/pchoi>
Louisiana State University | Bachelor of Music, Flute Performance | Baton Rouge, LA