

# Jonathan Franko

Senior Business Analyst | Product Owner | Project Manager

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## PROFESSIONAL SUMMARY

*Results-driven business and product leader with 7+ years of experience driving digital transformation, automation, and data visibility across enterprise operations. I bring a balance of strategic thinking and hands-on execution and have experience leading cross-functional teams to modernize legacy systems, optimize processes, and deliver measurable business impact. At PPG Industries, I helped deliver \$2.25M+ in annual value and 45,000+ hours in time savings through enterprise automation initiatives, while independently achieving an 80% reduction in support incidents. I am also focused on guiding organizations through the next stage of digital maturity by connecting people, process, and technology.*

## WORK HISTORY

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### Business Analysis Specialist (2019 - 2024)

PPG Industries | Pittsburgh, PA

*Led end-to-end product lifecycle strategy for a portfolio of 30+ automations, aligning modernization initiatives with sustainability goals acting as both **Product Owner** and **Project Manager** for a global Agile team supporting finance, logistics, and HR automation.*

- Led end-to-end delivery of automation and system integration solutions, served as project manager during migration of processes to UiPath Automation Cloud by tracking, mitigating, and communicating risks while ensuring alignment with business objectives, technical requirements, and Azure VM implementation project schedule.
- Designed and implemented data integration solutions and API-based enhancements across Oracle ERP, SAP, and legacy platforms, improving process efficiency, reducing support incidents by 80%, and enabling over 45,000 hours in annual time savings.
- Developed SQL-based data pipelines and Power BI dashboards to track KPIs, reduced support incidents by 80% through data driven work prioritization, and deliver actionable insights supporting commercial adoption, operational efficiency, and strategic decision-making.
- Partnered with IT, Finance and Operations to gather requirements and translate them into user stories and functional specifications, ensuring technical solutions met end-user needs and supported iterative improvements through stakeholder feedback and portfolio governance.
- Acted as product owner for a 15-member global Agile team, facilitating requirements gathering, sprint planning, and issue resolution to ensure alignment with business goals; maintained 90% sprint completion rate using Azure DevOps and SharePoint.

### Procurement Analyst (2018-2019)

Messer Group | Butler, PA

*Supported strategic sourcing initiatives to streamline operations and procurement transformation efforts.*

- Synthesized multi-source procurement data (SAP and Salesforce) into executive dashboards using Tableau and SAP data warehouse to improve visibility into financial exposure and support risk mitigation planning.
- Partnered with business analysts to streamline procurement workflows and enhance supplier relationship management through data-driven insights.

## CERTIFICATIONS

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### Lean Six Sigma Yellow & Green Belt

*PPG Industries (2023)*

80 hours of in class training on Lean Six Sigma principles and DMAIC project leadership with capstone project focused on maintenance incident reduction. Achieved 80% reduction of incidents.

### Power BI Champion Training

*PPG Industries (2023)*

Online course in Power BI Development with hands-on learning facilitated by PPG's Data and Analytics CoE.

### Intro to Advanced Manufacturing

*Digital Foundry at New Kensington (Penn State University, 2024)*

12 hours training in core digital manufacturing concepts and essential professional skills.

### Manufacturing and Digital Fundamentals – Level 1

*Digital Foundry at New Kensington (Penn State University, 2024)*

40 hours / 4.0 continuing education credits in industrial safety, quality control, and introductory skills in robotics, automation, product design, and augmented/virtual/mixed reality technologies.

### Manufacturing and Digital Fundamentals – Level 2

*Digital Foundry at New Kensington (Penn State University, 2025)*

Completed 40-hour advanced training (4.0 CEUs) focused on data and project management within smart manufacturing systems, including MES, SCADA, PLCs, ERP, and digital controls integration. Coursework emphasized cross-system connectivity, lean manufacturing, and digital transformation leadership.

## SKILLS & COMPETENCIES

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**Product & Program Leadership:** Agile & Waterfall Methodologies • Product Lifecycle Management • New Product Introduction (NPI) • Change Management • Portfolio Optimization • Stakeholder Alignment • Risk Mitigation • Cross-Functional Collaboration

**Data & Decision Intelligence:** Power BI • SQL • Tableau • Excel • Python • KPI Dashboards • Process Metrics • Business Intelligence • Visio • Operational Reporting • Financial Transparency • Continuous Improvement (DMAIC) • Geospatial Data Analysis

**Automation & Systems Integration:** UiPath RPA • SAP • Oracle R12 • QAD • ServiceNow • Cloud Migration (UiPath Automation Cloud) • Workflow Optimization • System Troubleshooting • IT Governance & Compliance

**Strategic & Analytical Execution:** Business Process Design • Requirements Gathering • ROI Forecasting • Product Roadmapping • Value Stream Mapping • Executive Reporting • Customer-Centered Innovation

**Tools & Collaboration Platforms:** Azure DevOps • JIRA • Confluence • Teams • SharePoint • Google Workspace

## EDUCATION

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### Kent State University (2017 - 2018)

**MBA** Business Administration/Management

Relevant Coursework: Advanced Data Mining and Analytics

### The Ohio State University (2009 - 2014)

**Bachelor of Science** Forest Ecosystem Science & Management

Minor: Geographic Information Systems

## VOLUNTEER EXPERIENCE

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### Emerging Leaders Advisory Committee – Social Media Chair (2023 - Present)

*Western Pennsylvania Conservancy*

Promote environmental awareness and volunteer opportunities through digital storytelling. Active in land stewardship projects restoring native habitats and urban reforestation through tree planting.