Lemuel Kye Nyarko

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Education

Drexel University Philadelphia, PA

Bachelor of Science Computer Engineering, Minor Software Engineering *June 2023*

Work Experience

SAP Newtown Square, PA

Business Process Associate Consultant *April 2024 – Present*

- Collaborated with enterprise clients to identify bottlenecks and optimized performance speeds by 16%
- Served as primary SAP C4C technical advisor for enterprise utility customers, serving as primary point of contact across high-priority production incidents, performance issues and critical business events
- Developed customer-facing status communications, monitored service execution progress, tracked system health through performance dashboards and reporting tools, and delivered monthly updates to C-suite leadership
- Owned environment strategy for tenant refreshes, balancing customer uptime requirements against system constraints, reducing downtime by 5%
- Drove cross-functional alignment across SAP Development, Operations, Support, and customer IT through ad-hoc syncs, email threads, and ticket follow-ups to expedite critical defects and keep time-sensitive production on track

Rite Aid Corp. Clementon, NJ

Part-Time Assistant Manager *May 2019 – March 2024*

- Identified a gap in customer feedback collection and launched a new feedback program, raising ratings from 4.0 to 4.6 and improving overall customer satisfaction by 15%
- Planned and oversaw store layout, product placement and restocking based on customer habits and feedback to tailor consumer shopping experiences resulting in at least 5% growth in store revenue generation year on year

Amazon Robotics North Reading, MA

Quality Assurance Engineer Co-op *March 2022 – September 2022*

- Spearheaded the development of an internal tool to manage autonomous drive tests to improve operational efficiency by 20%
- Led feature validation and A/B testing plans for new features demonstrating scalable system improvements
- Researched and developed standardized safety tests and scenarios for full testing of fulfillment center systems, enabling teams in the Autonomous Mobility Program to ensure system reliability and safety
- Utilized data-driven insights from automated dashboards to inform product strategy and feature prioritization for engineering and QA leads
- Acted as liaison between QA, engineering, and operations, framing metrics for non-engineering stakeholders to inform decisions on project

Projects

Reading Journal | *Product Lead & Developer* *November 2025 - Present*

- Identified a retention gap for readers through informal user interviews, then scoped and shipped a GenAI-powered tool to address it, prioritizing a fast MVP over a fuller feature set to validate the concept quickly

Inventory Management App | *Solution Architect & Product Manager* *November 2024*

- Developed and shipped a custom inventory management platform for business owners, focused on real-time inventory visibility and streamlined menu control using SAP BTP

Wireless Data Communication System | *Technical Product Lead* *September 2022 - April 2023*

- Aligned a cross-functional team on technical architecture and delivery scope for a secure LoRa-based IoT communication system, translating technical constraints into a shared plan and timeline

Skills

Technical Skills: Software Development (Python, Java, C++, C), Cloud Computing (AWS, SAP BTP)
Tools: JIRA, ServiceNow, VS Code **Certifications**: AWS Certified Cloud Practitioner **AI Tools**: Codex, Claude Code