

Business Analyst

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Summary

Business analyst with six years bridging stakeholders and delivery teams, translating requirements into solutions that cut process cycle time and recovered measurable cost, fluent in SQL, Tableau, and agile backlog management in Jira.

Experience

Senior Business Analyst, Atlas Commercial Group

2021 – Present

City, ST

- Elicited and documented requirements for 14 cross-functional initiatives, each delivered with signed-off acceptance criteria.
- Mapped and redesigned an order-to-cash process that cut average cycle time from 11 days to 6.
- Built SQL queries and Tableau dashboards that surfaced a billing leak worth \$420K in annual recovered revenue.
- Facilitated 40-plus stakeholder workshops, converting conflicting asks into a prioritized, traceable backlog.
- Reduced manual reporting effort by 22 hours per week by automating five recurring operational reports.
- Wrote user stories and acceptance tests in Jira that lowered post-release defect rework by 31%.
- Led UAT for a CRM migration covering 600 users, signing off zero critical defects into production.

Business Analyst, Beacon Operations Partners

2018 – 2021

City, ST

- Analyzed customer-churn data and recommended retention changes that lifted renewal rate three points.
- Created a requirements traceability matrix that kept 90-plus requirements linked from intake to test.
- Produced cost-benefit models for six proposals, two of which leadership funded based on the projected ROI.
- Standardized intake with a business-case template, cutting time from request to scoping by nine days.
- Partnered with finance to reconcile a forecasting variance, narrowing it from 14% to 5% quarter over quarter.
- Trained 25 operations staff on a new dashboard, raising self-serve report adoption to 78%.

Education

Bachelor of Science in Business Administration

2014 – 2018

State University — City, ST

Certifications & Licenses

CBAP · PMI-PBA

Skills

Requirements elicitation · Process mapping · SQL querying · Tableau dashboards · Excel modeling · Jira backlog management · Stakeholder facilitation · User acceptance testing · Requirements traceability · Gap analysis · Cost-benefit analysis · Agile and Scrum