Isabel Costa

Business Analyst

Philadelphia, PA · isabel.costa@example.com · (215) 555-0115 · LinkedIn

SUMMARY

Business analyst with 5 years in insurance and banking, leading requirements, process mapping and user acceptance testing for claims and loan systems. Cut claim setup from 3 days to 1 by automating hand-offs found in a BPMN process review. Backs recommendations with SQL and Power BI.

EXPERIENCE

Business Analyst — Keystone Harbor Insurance

Philadelphia, PA · Jan 2022 – Present

- Led requirements for a new claims intake system with 30 stakeholders, writing 180 user stories with acceptance criteria that the vendor built against.
- Mapped the claims process in BPMN and found 9 manual hand-offs; automating 6 of them cut average claim setup from 3 days to 1.
- Built SQL and Power BI reports to track the rollout, which showed a 22% drop in claims returned for missing information.
- Coordinated user acceptance testing with 25 adjusters over 2 cycles, closing 140 defects before go-live.

Operations Analyst — Old Mill Savings Bank

Wilmington, DE · Jun 2020 – Dec 2021

- Documented 40 loan-servicing procedures and the gaps between them ahead of a core banking upgrade.
- Built Excel and SQL reports that found $90,000 a year in fees waived in error.
- Gathered requirements for a Salesforce complaint tracker now used by 60 branch staff.

SKILLS

Analysis: Requirements elicitation, user stories and acceptance criteria, process mapping (BPMN), gap analysis

Data: SQL, Excel, Power BI

Delivery: UAT planning, Jira, Confluence, Agile and Scrum, Visio, Lucidchart

Domain: Insurance claims, banking operations, Salesforce

CERTIFICATIONS

IIBA Certification of Capability in Business Analysis (CCBA), 2024

EDUCATION

B.S. Finance, Temple University, 2020

Fictional example by FindAJobAI: the person, employers and numbers are invented.