

Priya Raman

Business Analyst, Operations and Data

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PROFESSIONAL SUMMARY

Business analyst with 6 years in logistics and insurance, bridging operations teams and engineering. Wrote the requirements behind a claims workflow that cut processing time by 35%, and built the SQL and Power BI reporting leadership now runs weekly reviews on.

CORE COMPETENCIES

- Analysis: Requirements gathering, User stories, Process mapping (BPMN), Gap analysis, UAT
- Data: SQL, Excel (Power Query, pivots), Power BI, Tableau
- Delivery: Agile and Scrum, Jira, Confluence, Stakeholder management

PROFESSIONAL EXPERIENCE

Senior Business Analyst

Jan 2022 – Present

Lakeshore Mutual | Chicago, IL

- Mapped the claims intake process across 4 teams and wrote 60+ user stories for its redesign, cutting average processing time from 9 to 6 days.
- Built a Power BI dashboard on SQL Server data that replaced 11 manual spreadsheets and is used in the COO's weekly review.
- Ran UAT for a \$1.2M policy administration upgrade, logging and triaging 140 defects before go-live with no critical issues after launch.
- Facilitated monthly prioritization sessions between underwriting and IT, reducing the backlog of open change requests by 40%.

Business Analyst

Jul 2019 – Dec 2021

Freightline Logistics | Milwaukee, WI

- Analyzed 2 years of shipment data in SQL and Excel to find route delays, informing a carrier change that saved \$480K a year.
- Documented as-is and to-be processes in BPMN for warehouse returns, adopted as the standard across 3 sites.
- Gathered requirements for a driver mobile app with 5 operations leads; delivered on schedule with 92% adoption in 3 months.
- Built a weekly KPI report on on-time delivery and damage rates that 3 warehouse leads used to set targets.

Business Analyst Intern

May 2018 – Aug 2018

Midway Distribution | Chicago, IL

- Cleaned and reconciled 18 months of order data in Excel, finding \$65K in duplicate vendor payments.
- Documented the purchase order approval process for an ERP upgrade and presented it to the finance team.
- Wrote SQL queries for weekly sales by region, replacing a manual export that took 3 hours.
- Interviewed 8 warehouse staff to map returns handling and identified 4 steps that could be removed.

EDUCATION

B.B.A. Information Systems — University of Illinois Chicago

2015 – 2019

CERTIFICATIONS & AFFILIATIONS

- IIBA Certification of Capability in Business Analysis (CCBA)