

Grace Kim

Business Analyst

SUMMARY

Business analyst with 6 years translating business needs into systems for insurance and banking. Gathered requirements for a claims platform that cut processing time by 40%.

EXPERIENCE

Business Analyst

2019 — Present

Meridian Insurance

- Wrote requirements for a new claims platform that cut average processing time by 40%.
- Mapped 25 core processes in BPMN, finding \$600k a year in duplicated manual work.
- Ran UAT for 4 releases with 300 test cases and zero critical defects in production.
- Built Power BI dashboards that replaced 12 weekly spreadsheet reports.
- Facilitated workshops with 30+ stakeholders across operations, IT and compliance.

EDUCATION

BSc Business Information Systems 2018

CBAP

CONTACT

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SKILLS

Requirements gathering

Process mapping (BPMN)

SQL

User stories

UAT

Jira & Confluence

Stakeholder management

Power BI