

Sarah Jenkins

Senior Business Analyst

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Professional Experience

Nexa Solutions

Senior Business Analyst

Chicago, IL

Jan 2023 – Present

- Lead cross-functional elicitation workshops to map AS-IS and TO-BE processes using BPMN 2.0, streamlining client onboarding and reducing process cycle time by 22%.
- Write complex SQL queries, utilizing window functions, CTEs, and recursive joins on a PostgreSQL database containing over 15M records to resolve production pipeline bottlenecks.
- Design and maintain dynamic corporate dashboards in Tableau, connecting to Nexa BigQuery, which enabled executive stakeholders to monitor live sales pipeline health.
- Manage the end-to-end requirement lifecycle for the enterprise cloud migration project, authoring 80+ agile user stories, epic briefs, and acceptance criteria in Jira.

Synapse Technologies

Business Systems Analyst

Chicago, IL

Mar 2020 – Dec 2022

- Conducted extensive data profiling and system integrity checks using MS SQL Server, reducing reporting data discrepancy rates from 8% to less than 0.5%.
- Re-engineered the supply chain inventory tracking workflow in collaboration with product managers, modeling the new flow in BPMN to coordinate cross-team APIs.
- Developed regional sales forecasting models and interactive PowerBI reports, improving inventory predictive accuracy by 14% across midwestern logistics hubs.
- Facilitated bi-weekly User Acceptance Testing (UAT) sessions with 30+ business users, authoring test cases and training manuals to guide system deployment.

Vertex Consulting

Junior Business Analyst

Chicago, IL

Jun 2018 – Feb 2020

- Gathered business requirements and documented detailed functional specifications for the internal customer relationship management (CRM) enhancement project.
- Performed daily SQL queries to extract ad-hoc transactional metrics, delivering weekly performance reports to senior managers and executives.
- Conducted market research and gap analyses to support vendor selection processes for Meridian's customer portal upgrade.

Key Initiatives

Nimbus Portal Re-architecture

Agile Business Analyst

Nexa Solutions

2024

- Oversaw the functional migration of the customer portal, mapping data structures in SQL and validating API schemas to ensure successful cloud transition.

Apex Analytics Implementation

Lead Analyst

Synapse Tech

2021

- Designed a unified business telemetry dashboard in PowerBI, consolidating 4 disparate database schemas using optimized SQL views.

Summary

Results-driven Senior Business Analyst with 7+ years of experience bridging the gap between business needs and technical solutions. Expert in process modeling (BPMN 2.0), advanced database querying (SQL), and enterprise-grade data visualization (Tableau, PowerBI). Proven track record of optimizing workflows and guiding large-scale cloud migration projects.

Core Skills

Process Modeling

- BPMN 2.0 & UML
- AS-IS / TO-BE Mapping
- Value Stream Mapping
- Gap Analysis

Data & SQL

- Complex SQL Queries
- PostgreSQL, MS SQL
- CTEs & Window Functions
- Database Normalization

Visualization

- Tableau (Desktop/Prep)
- PowerBI Desktop
- Excel (PowerQuery, VBA)
- KPI Design

Methodologies

- Agile / Scrum / Kanban
- Jira / Confluence
- SDLC Management
- UAT Coordination

Education

M.S. in Business Analytics

Meridian University

2017 – 2018

B.S. in Management Info Systems

Apex State University

2013 – 2017

Certifications

- **CBAP** (Certified Business Analysis Professional) – IIBA
- **ITIL v4** Foundation
- **Tableau Certified** Data Analyst
- **Professional Scrum Product Owner I** (PSPO I)