

Miguel Alvarez

Business Analyst

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SUMMARY

Business analyst with eight years across healthcare claims and retail operations, equally at home in SQL, Power BI, and rooms full of disagreeing stakeholders. Cut a 9-day monthly reporting cycle to 3, led UAT on a \$2.4M point-of-sale replacement across 60 stores, and keeps defect leakage falling year over year.

EXPERIENCE

Senior Business Analyst — Meridian Health Partners 2022 – Present

- Own requirements for a claims-adjudication platform serving 1.2M members; translated 40+ business rules into user stories and acceptance criteria last quarter
- Cut the monthly reporting cycle from 9 days to 3 by rebuilding 14 finance and utilization reports in Power BI
- Facilitate backlog refinement with 3 product squads of 25 engineers; requirement-related defects down 35% year over year

Business Analyst — Cascade Retail Group 2019 – 2022

- Documented current-state order and inventory workflows for 60 stores, then led UAT on a \$2.4M point-of-sale replacement
- Built SQL dashboards tracking inventory shrink across 4 regions; flagged variances worth \$310k in recovered stock in one year

Junior Business Analyst — Brightpath Logistics 2017 – 2019

- Mapped 25 dispatch and billing processes ahead of a warehouse-management rollout covering 4 sites and 300 daily routes
- Maintained the requirements traceability matrix for 300+ user stories across two major releases without a missed dependency

EDUCATION

B.S. Business Administration — University of Colorado Denver 2017

SKILLS

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| ▪ Requirements elicitation | ▪ Process mapping (BPMN) |
| ▪ User stories & acceptance criteria | ▪ UAT planning & execution |
| ▪ Gap & impact analysis | |
| ▪ SQL | ▪ Power BI |
| ▪ Tableau | ▪ Advanced Excel |
| ▪ Agile/Scrum ceremonies | ▪ Jira & Confluence |
| ▪ Stakeholder workshops | ▪ Change management |
| ▪ Healthcare claims | ▪ Retail operations |
| ▪ Vendor RFP support | |

CERTIFICATIONS

CBAP — Certified Business Analysis Professional (IIBA)

Professional Scrum Master I (PSM I)