Talia Guzman

Chicago, IL · talia.guzman@example.com · (312) 555-0183 · linkedin.com/in/example-talia-guzman

My Key Qualifications

- Currently an **Associate Business Analyst at Health Care Service Corporation**, supporting claims, enrollment, and service process improvements at a multi-state health insurer.
- **Power BI, SQL, and Excel** used daily on the job, most recently to build a recurring claims dashboard that cut weekly report prep from 4 hours to 1.
- Supported **UAT for a claims workflow update**, preparing test cases in Confluence and logging 24 defects in Jira, with 21 resolved before release.
- **Requirements documentation** hands-on at work: user stories, process flows, and business requirement documents for operations and system change requests.
- Found **138 records with mismatched status fields** in enrollment and member service data using SQL queries and Excel lookups, corrected before monthly reporting.
- Academic process-mapping work in **Visio and Lucidchart**, including a call center ticket-routing redesign that cut handoff steps from 7 to 5.
- BS in **Information and Decision Sciences** (2025) with coursework in Business Systems Analysis, Database Management, and Healthcare Information Systems.

Experience

Associate Business Analyst — **Health Care Service Corporation**, health insurer operating Blue Cross and Blue Shield plans across multiple states

Oct 2025 – Present · 1 yr 1 mo

- Supports senior analysts and operations teams on claims, enrollment, and member service process improvements through documentation, reporting, and testing.
- Document business requirements, process flows, user stories, and meeting notes for operations and system change requests.
- Built a recurring Power BI dashboard for claims operations leadership, pulling source data with SQL, validating fields in Excel, and standardizing KPI views for turnaround time and rework trends, which cut weekly manual report preparation from 4 hours to 1 hour.
- Analyzed enrollment and member service data with SQL queries and Excel lookups, identifying 138 records with mismatched status fields that were corrected before monthly reporting.
- Supported UAT for a claims workflow update, preparing test cases in Confluence, coordinating retesting with users, and logging and tracking 24 defects in Jira, with 21 resolved before release.

Education

- **University of Illinois Chicago** — Bachelor of Science in Information and Decision Sciences · 2021 – 2025 · Relevant coursework: Business Systems Analysis, Database Management, Operations Management, Healthcare Information Systems

Sample resume made with Specific Resume · specificresume.com

Projects

- **Student Clinic Scheduling Capstone**
  Analyzed appointment scheduling and no-show patterns for a campus-affiliated community clinic. Recommended process and reporting changes that reduced simulated average scheduling lag by 2.3 days in the final model.
  Tech: SQL, Excel, Power BI, Lucidchart
- **Call Center Process Mapping Project**
  Mapped intake and escalation workflows for a local nonprofit's member support line using Visio and Confluence. Delivered a future-state design that cut handoff steps from 7 to 5.
  Tech: Visio, Confluence, Excel

Skills

- **Data & Reporting:** Excel, SQL, Power BI
- **Business Analysis Tools:** Jira, Confluence, Visio, Lucidchart
- **Business Analysis Methods:** Requirements Gathering, Process Mapping, UAT