Caleb Merritt

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My Key Qualifications

- **5 years as a business and operations analyst**, one unbroken stretch from Target store fulfillment in 2021 to BigCommerce e-commerce today.
- Cut average **order exception resolution time from 19 hours to 11** by leading stakeholder interviews, Lucidchart process mapping, and user story delivery.
- **SQL and advanced Excel** used across both roles to isolate root causes, including delay patterns behind a 14% drop in order-status contacts over 2 quarters.
- Built **Tableau dashboards replacing 6 weekly spreadsheets**, now used by 28 fulfillment and service managers for return rate, order aging, and on-time shipment.
- **Requirements elicitation, UAT, and Agile backlog work** in Jira and Confluence across multiple in-flight initiatives, with 26 of 31 defects closed before one launch.
- Retail and e-commerce domain match: analyzed **ship-from-store fulfillment** data at Target, identifying 3 causes behind a 9-point on-time fulfillment gap.
- Defined a **10-metric post-launch scorecard** for a shipping promise update, adopted into monthly business reviews.

Experience

Business Analyst — **BigCommerce**, e-commerce software company serving online retailers and brands

May 2023 – Present · 3 yrs 6 mos

- Led analysis and requirements for an order exception workflow redesign, cutting average resolution time from 19 hours to 11 by running stakeholder interviews, mapping current-state handoffs in Lucidchart, and defining user stories and acceptance criteria for engineering.
- Built Tableau reporting for fulfillment and service leaders, replacing 6 weekly spreadsheets with 1 dashboard used by 28 managers; wrote the SQL queries, standardized KPI definitions, and published recurring views for return rate, order aging, and on-time shipment.
- Analyzed checkout and post-purchase support data with SQL extracts and Excel to isolate root causes of order-status contacts by carrier method, promise date, and order type, helping lower the order-status contact rate by 14% over 2 quarters.
- Facilitated UAT for a returns policy and workflow update: coordinated test scenarios, tracked 31 defects in Jira, and ran daily defect reviews with business and engineering teams, closing 26 before launch.
- Defined post-launch success metrics for a shipping promise update, delivering a 10-metric scorecard adopted into monthly business reviews after aligning KPI definitions, reporting cadence, and ownership with product and operations leaders.
- Lead requirements gathering with operations, product, engineering, and support stakeholders, and facilitate backlog refinement, stakeholder workshops, and UAT across multiple in-flight initiatives.

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Operations Analyst — Target

Nov 2021 – Apr 2023 · 1 yr 5 mos

- Analyzed pickup and ship-from-store workflow delays across a regional operating group, using SQL and Excel to segment order volume, labor coverage, and inventory exceptions by store and daypart. Identified 3 recurring causes behind a 9-point gap in on-time fulfillment.
- Built a Tableau scorecard for weekly fulfillment and return metrics, automating KPI views and standardizing calculations that had lived in separate spreadsheets, and cut 6 hours per week of manual reporting.
- Supported UAT for a store inventory transfer update: prepared test cases, logged 18 defects in Jira, coordinated retesting with operations partners, and validated fixes for 15 before rollout.
- Analyzed fulfillment, inventory, and return data to surface process gaps and performance drivers, and documented process changes for field teams in Confluence.

Education

- **Texas State University** — Bachelor of Business Administration in Information Systems · 2017 – 2021

Skills

- **Analytics & Reporting:** SQL, Excel, Tableau
- **Business Analysis Tools:** Jira, Confluence, Lucidchart
- **Business Analysis Methods:** Requirements Elicitation, Process Mapping, UAT, Root Cause Analysis

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