Jordan Pike

Business Analyst I

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SKILLS

Business Analysis

SQL · Data Analysis

Excel · PowerPoint

Jira · Agile · Scrum

Project Management

Attention to Detail

EDUCATION

Bachelor of Science in Business Administration

12/2024

The Ohio State University

Columbus, OH

Information Systems

CERTIFICATES

Entry Certificate in Business Analysis (ECBA)

International Institute of Business Analysis (IIBA)

03/2025

SUMMARY

Business Analyst I with almost 2 years of business analysis in personal auto insurance, following a summer internship in logistics operations. Documents requirements and user stories in Jira for an Agile Scrum team, writes SQL queries for data analysis, and presents findings to managers in Excel and PowerPoint.

EXPERIENCE

Business Analyst I 01/2025 - Present

Buckeye Mutual Insurance Group Columbus, OH

Regional property and casualty carrier with 1,100 employees and 300,000 policyholders.

- Document business requirements and **140** user stories in Jira for the Scrum team rebuilding the online claims intake form.
- Write SQL queries against the policy data warehouse to answer about 25 ad hoc data requests from underwriting each month.
- Map the current first-notice-of-loss process with 8 adjusters, identifying 6 manual handoffs the new intake form removes.
- Produce sprint review decks in PowerPoint and Excel test scripts that caught 38 defects during user acceptance testing.

Business Analyst Intern 05/2024 - 08/2024

Scioto Logistics Partners Columbus, OH

Third-party logistics provider running 4 distribution centers in central Ohio.

- Analyzed 12 months of carrier invoices in Excel and flagged **$41,000** in duplicate freight charges for recovery.
- Interviewed 9 warehouse leads and drafted workflow diagrams of the customer returns process for the operations manager.
- Built a weekly on-time shipment report that replaced a manual summary taking 4 hours to compile.
- Tracked action items for 3 warehouse improvement projects in a shared project management log updated after every meeting.