AISHA MENSAH

Business Analyst Intern

aisha.mensah.ba@email.com (555) 207-6815 Atlanta, GA linkedin.com/in/aishamensah-ba

Summary

Junior-year BBA candidate (3.8 GPA) at Emory targeting summer business analyst internships, with two completed operations internships behind me. Built 4 Power BI dashboards and mapped 12 onboarding steps in Lucidchart, removing 3 manual touchpoints across two teams. Skilled in Excel, SQL, requirements gathering, process mapping, and writing user stories, with workshops co-led beside senior BAs. IIBA ECBA candidate sitting the exam in fall 2026.

Experience

Cox Automotive

Atlanta, GA

Business Operations Intern

May 2025 - Aug 2025

Summer intern on the dealer-services operations team.

- Built 4 Power BI dashboards tracking 11 case-SLA KPIs, adopted by the operations team for weekly standups
- Mapped 12 customer-onboarding steps in Lucidchart and eliminated 3 redundant manual touchpoints, cutting handoff time 20%
- Wrote 18 user stories with acceptance criteria in Jira, all accepted by the dev team on first review
- Presented findings to a senior director, driving 2 recommendations into the FY26 planning cycle
- Documented workflow changes in Confluence, giving 15 stakeholders one source of truth for the updated workflow

Children's Healthcare of Atlanta

Atlanta, GA

Process Improvement Intern

Jan 2025 - Apr 2025

Spring intern on the patient-access team.

- Documented 8 scheduling workflows in BPMN, exposing 5 duplicate approval steps for removal
- Analyzed SQL data in Excel pivot tables, flagging a 14-minute call-handling improvement across 3 clinics
- Facilitated 3 stakeholder workshops for requirements gathering with a senior BA, aligning 12 clinical staff on new workflows
- Standardized 6 intake forms into one template, reducing patient-access errors by 25%

Skills

Power BI • Excel • SQL • Lucidchart • Jira • Confluence • Requirements Gathering • Process Mapping • User Stories Stakeholder Workshops

Certificates

Microsoft Certified: Power BI Data Analyst Associate (PL-300) - In Progress

Nov 2026

Microsoft

Exam scheduled for fall 2026.

IIBA Entry Certificate in Business Analysis (ECBA) - Candidate

Oct 2026

International Institute of Business Analysis (IIBA)

Entry-level BA certification; exam registered for fall 2026.

Awards

Emory Goizueta Honors Program

2024

Emory University

Selected for top 10% of a 480-student cohort by GPA.

Hobbies

Goizueta Women in Business VP

Tennis