Grace Lindqvist

// Business Systems Analyst

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> SUMMARY

Business systems analyst with 5 years linking finance and supply chain teams to the ERP and reporting systems they rely on. Writes requirements, configures workflow rules, and uses SQL and Power BI for data analysis that shows whether a change worked. Handles project management for small system rollouts from kickoff to training.

> SKILLS

• SQL • Business Analysis • Power BI • Jira • Visio • Data Analysis • Excel • Project Management
• Problem-Solving Skills • Communication Skills

> EXPERIENCE

Business Systems Analyst 02/2023 - Present
North Star Medical Supply Minneapolis, MN
Distributor of hospital supplies with $1.2 billion in revenue and 5 warehouses.

- Write business requirements and acceptance criteria for procure-to-pay changes in the ERP, delivering 18 enhancements in 2025.
- Design Power BI reports on purchase order cycle time that 40 buyers use to clear late approvals each morning.
- Configure invoice approval workflow rules that cut exception volume by **27%** in two quarters.
- Manage the Jira backlog for the finance systems team, refining about 60 stories before each monthly release.

Business Analyst 07/2021 - 01/2023
Twin Rivers Credit Union St. Paul, MN
Member-owned credit union with 22 branches and 190,000 members.

- Mapped loan servicing workflows in Visio and identified **5** duplicate data entry steps removed in the next core release.
- Queried member and transaction tables with SQL to size the revenue impact of proposed fee changes for the CFO.
- Ran user acceptance testing with 14 branch staff on a new online banking platform, logging 90 defects.
- Wrote training guides and Excel quick-reference sheets for 300 front-line employees before go-live.

> EDUCATION

Bachelor of Business Administration 05/2021
University of Minnesota Duluth Duluth, MN
Management Information Systems

> CERTIFICATES

Certified Scrum Product Owner (CSPO) 04/2024
Scrum Alliance