Hannah Brooks

LEAD BUSINESS ANALYST

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SUMMARY

Lead business analyst with 11 years in banking, insurance and SaaS, now running a team of 6 analysts on a core platform modernization. Sets documentation and process modeling standards across the SDLC, coaches teams in Scrum, and turns executive goals into a backlog that teams deliver release after release.

EXPERIENCE

Lead Business Analyst
05/2021 - Present
Front Range Financial Group
Denver, CO
Diversified financial services company with 3,800 employees and $28 billion in assets.
- Direct business analysis for 6 analysts across 4 Scrum teams on a **$35 million** core banking modernization.
- Standardize process modeling in BPMN and Visio plus requirement templates, cutting rework on rejected stories by 40%.
- Run quarterly planning with product owners and architects, sequencing 300 features against regulatory deadlines.
- Review SQL data mappings for 14 legacy systems, keeping conversion defects under 0.5% at each cutover.

Senior Business Analyst
03/2018 - 04/2021
Columbine Mutual Insurance
Englewood, CO
Property and casualty insurer writing $1.1 billion in annual premium.
- Owned requirements for a commercial policy administration rollout used by **900** agents in 11 states.
- Built process mapping and documentation for 22 underwriting workflows ahead of system configuration.
- Facilitated Agile ceremonies as acting Scrum master for 2 teams during a 9-month vacancy.
- Presented scope changes and release readiness to the steering committee every month.

Business Analyst
06/2015 - 02/2018
Rocky Peak Software
Boulder, CO
SaaS provider of scheduling software for 2,000 field service companies.
- Wrote functional specifications and user stories for **40** features across the full SDLC.
- Analyzed support ticket trends in Excel and SQL to rank the top 15 customer pain points.
- Tested each release against acceptance criteria and wrote release notes for customer support.

SKILLS

Business Analysis | Process Modeling | Process Mapping | SDLC | Scrum | Agile | SQL | Visio | Documentation | Presentation Skills

EDUCATION

Bachelor of Science in Business Administration
05/2015
University of Colorado Boulder
Boulder, CO
Information Management

CERTIFICATES

Certified Business Analysis Professional (CBAP)
10/2019
International Institute of Business Analysis (IIBA)

Certified ScrumMaster (CSM)
06/2019
Scrum Alliance