





PRIYA RAMAN

Business analyst with 6 years across retail banking and payments. Bridge product, ops, and engineering teams using SQL, process maps, and clear requirements docs. Known for asking the second question that surfaces what nobody wrote down.

CONTACT INFORMATION

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-  Charlotte, NC

KEY SKILLS

- SQL (Snowflake, Postgres)
- Requirements gathering & BRDs
- Process mapping (Visio, Lucidchart)
- Jira & Confluence
- User story writing
- Power BI
- UAT coordination
- Stakeholder interviewing
- Agile/Scrum
- Data analysis

PROFESSIONAL EXPERIENCE

SENIOR BUSINESS ANALYST | BRIGHTLINE FEDERAL CREDIT UNION, CHARLOTTE, NC MAY 2022 – PRESENT

- Lead requirements gathering for the digital account opening rebuild, partnering with 3 product owners and a 14-person engineering pod
- Reduced abandoned applications by 28% after mapping the 19-step flow and removing 6 redundant screens
- Built a SQL reporting layer in Snowflake that retired 40+ Excel trackers used by branch ops
- Run twice-weekly backlog grooming with product and QA, writing user stories tied to measurable acceptance criteria
- Mentor 2 junior analysts on stakeholder interviewing and process documentation

BUSINESS ANALYST | NORTHWOODS PAYMENTS GROUP, CHARLOTTE, NC JANUARY 2020 – NOVEMBER 2022

- Owned requirements for merchant onboarding tools serving roughly 4,200 small businesses
- Cut average ticket resolution time from 6 days to under 48 hours by rebuilding the intake queue with the support lead
- Wrote BRDs and process flows for 11 releases, including PCI-related changes flagged by audit
- Ran UAT cycles with merchant ops and finance, tracking defects in Jira and closing gaps before each release

JUNIOR BUSINESS ANALYST | CAROLINA MUTUAL INSURANCE, GREENSBORO, NC MARCH 2018 – JULY 2020

- Supported claims modernization project, gathering inputs from 22 adjusters across 4 regional offices
- Built Power BI dashboards tracking cycle time and reopen rates, used in monthly ops reviews
- Documented as-is and to-be processes for the FNOL intake redesign

EDUCATION

- B.S. Information Systems
University of North Carolina at Charlotte | November 2018
- IIBA
CBAP (Certified Business Analysis Professional) | April 2023