# JULIAN MERCER

**BUSINESS ANALYST**

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## PROFESSIONAL SUMMARY

Business Analyst with 8+ years gathering requirements, mapping processes, and defining solutions for banking and insurance technology programs. Bridges stakeholders and delivery teams with clear user stories, process models, and acceptance criteria.

## PROFESSIONAL EXPERIENCE

**Senior Business Analyst** Apr 2022 - Present
**Capital One, McLean, VA**

- Lead requirements for a card disputes platform upgrade used by 400 agents, writing 120 user stories with acceptance criteria for two scrum teams.
- Mapped the current and future dispute process with operations and compliance, cutting average handling steps from 14 to 9.
- Built SQL queries and Tableau views to size the backlog, helping leadership prioritize work that lowered dispute cycle time by 21%.
- Wrote the API field mapping between the card dispute platform and the case management tool, preventing three integration defects.
- Facilitated weekly stakeholder reviews and kept a decision log, reducing late scope changes to two in the last release.
- Wrote business requirements documents and test scenarios for compliance changes and passed internal audit review without findings.
- Coach two junior analysts on story writing and process modeling through weekly working sessions.

**Business Analyst** Mar 2019 - Mar 2022

- Documented requirements for an online account servicing release, and customer self-service completion rose from 62% to 74%.
- Ran user acceptance testing with 30 business testers and logged defects in Jira, shipping with no critical defects open.
- Created process maps in Visio and a requirements traceability matrix reused by three later projects.
- Led requirement workshops with operations, legal, and technology stakeholders to settle scope and priority.
- Measured outcomes after release with SQL queries and reported results to the steering committee for three months.

**Junior Business Analyst** Jul 2016 - Feb 2019
**Liberty Mutual, Boston, MA**

- Collected requirements from claims adjusters for a workflow tool update and summarized them in clear specifications.
- Analyzed 18 months of claim handling data in Excel to find rework patterns, which led to two form changes that cut returns by 12%.
- Created a data dictionary and report definitions for the claims dashboard used by 60 adjusters.
- Supported user testing of a policy renewal tool by preparing scripts and training 15 business users.
- Summarized findings and open questions for the steering committee on one page, which helped leadership approve the next funding phase early.
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## CORE SKILLS

Requirements gathering | User stories | Process mapping | BPMN | SQL | Tableau | Jira | Agile and Scrum | User acceptance testing | Stakeholder management | Gap analysis | Data analysis | Confluence | Wireframing

## EDUCATION

**B.S. in Information Systems**, Virginia Tech, Blacksburg, VA

## CERTIFICATIONS

IIBA Certified Business Analysis Professional (CBAP) | PMI Professional in Business Analysis (PMI-PBA)