

Megan Foster, CBAP

Business Analyst | Requirements, Process Improvement & Data Insights

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SUMMARY

Business Analyst with 3.5 years of experience translating business needs into clear requirements for financial-services and SaaS teams. Delivered process and system improvements that cut manual effort by 35%, reduced onboarding cycle time from 14 to 8 days, and supported \$2.1M in annual savings. Skilled in requirements elicitation, SQL, process modeling, and Agile delivery with Jira.

SKILLS

Business Analysis

Requirements Elicitation BRD/FRD User Stories & Acceptance Criteria Process Mapping (BPMN)
Gap & Root-Cause Analysis UAT Stakeholder Management Cost-Benefit Analysis

Data & Tools

SQL Excel (Pivot, Power Query) Tableau Power BI Jira Confluence Visio Lucidchart Salesforce
Figma (Wireframes)

Methods

Agile/Scrum Kanban Waterfall Lean Six Sigma Basics KPI Design

EXPERIENCE

Business Analyst

Jun 2023 – Present

Queen City Financial Services — Charlotte, NC

- Partner with product, operations, and engineering to deliver 9 releases of a client onboarding platform; wrote 150+ user stories with testable acceptance criteria.
- Mapped 12 end-to-end processes and removed redundant steps, reducing onboarding time from 14 to 8 days and manual effort by 35%.
- Built SQL and Tableau dashboards tracking 20+ KPIs; insights drove \$2.1M in annual cost savings and a 22% drop in error rework.
- Led UAT for 6 major releases with 98% defect closure before go-live and no critical production issues.
- Facilitated workshops with 25+ stakeholders to prioritize a 60-item backlog using MoSCoW and value-versus-effort scoring.

Associate Business Analyst

Jul 2022 – May 2023

Carolina SaaS Group — Raleigh, NC

- Gathered requirements and documented BRDs for a CRM integration used by 300+ sales users.
- Analyzed support-ticket data in SQL and Excel to identify 5 root causes, reducing repeat tickets by 18%.
- Created BPMN process maps and wireframes that shortened development rework by 20%.
- Maintained the Jira backlog and ran sprint demos for a cross-functional team of 10.

KEY ACHIEVEMENTS

Recognized as Analyst of the Year for an automation initiative that eliminated 1,200 hours of manual reporting annually.

EDUCATION

Bachelor of Business Administration in Management Information Systems

University of North Carolina at Charlotte — Charlotte, NC
2022 | GPA 3.7

CERTIFICATIONS

- Certified Business Analysis Professional (CBAP), IIBA
- PMI Professional in Business Analysis (PMI-PBA) — in progress
- Certified Scrum Product Owner (CSPO)