

# Vanessa J. Williams

## SENIOR BUSINESS ANALYST | BUSINESS PROCESS & SYSTEMS ANALYSIS

I'm a business analysis and systems implementation professional with 7+ years of experience connecting business operations with technology. I enjoy untangling complex workflows, understanding the challenges teams face, and turning those challenges into clear requirements and practical solutions. My experience spans business process mapping, claims system implementations, workflow automation, and cross-functional collaboration. I bring a detail-oriented approach, strong documentation skills, and an ability to make complex processes easier for both technical and non-technical teams to understand.



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### SKILLS

#### Business Analysis & Process Skills

Requirements Elicitation & Analysis

- Business Process Mapping • Current-State / Future-State Analysis • Gap Analysis • Business Rules & Decision Logic • Use-Case Documentation • Process Improvement • UAT & Defect Resolution • Business Process Management • Change Management

#### Technical Tools & Automation

- **Process & Documentation:** Microsoft Visio, Excel, SharePoint
- **Systems, Data & Workflow Automation:** Power Automate, Microsoft Forms, SQL Server Management, Power BI, Jira, Confluence
- **Generative AI & AI-Assisted Workflows:** Microsoft Copilot, ChatGPT, Claude

### PROFESSIONAL EXPERIENCE

#### ICW Group - Insurance Company of the West

2018 - Present

##### Sr. Business Implementation Analyst

2022 - Present

- **Business Process & Gap Analysis:** Lead workflow analysis for a new claims-system implementation, evaluating existing business processes against vendor system capabilities, identifying functional and workflow gaps, and advising IT on future-state process requirements.
- **Process Mapping & Documentation:** Own the documentation of 20+ claims workflows across the claim lifecycle, from system navigation and claim handling through closure and reopening. Maintain centralized Visio documentation referenced by approximately 400+ departmental users and cross-functional partners, including Underwriting and Accounting.
- **Requirements Elicitation & Analysis:** Facilitate cross-functional requirements discovery and refinement for approximately 3-5 system requests and initiatives per month. Translate stakeholder needs into documented requirements and use cases, clarify business rules, and align IT implementation with expected business outcomes.
- **Business Rules & Decision Logic:** Documented complex automated claims examiner assignment logic, facilitating months of requirements refinement with impacted teams and collaborating with IT to validate round-robin decision logic across multiple claim types. Developed comprehensive Visio workflow documentation as a reusable reference for business and technical stakeholders.
- **Workflow Automation & Process Improvement:** Designed and implemented automated departmental workflows using Microsoft Forms and Power Automate for new-hire, employee-separation, and temporary-access requests, consolidating information capture and notifications previously handled through multiple email communications.
- **Business Process Management & Facilitation:** Played a key role in a department-wide business process management initiative that expanded across all teams in the department, creating process-mapping materials, participating in workflow-analysis workshops, identifying improvement opportunities, and coordinating ongoing initiative tracking.

SKILLS (CONT'D)

Professional & Interpersonal Skills

Stakeholder Facilitation • Cross-Functional Collaboration • Workshop Facilitation • Technical-to-Business Communication • Requirements Clarification • Analytical Thinking • Problem-Solving

Insurance Domain Knowledge

Workers' Compensation • Commercial Auto • Commercial Property • General Liability • Surety • Difference in Conditions (DIC) • Inland Marine

Certifications

Certified Associate in Project Management (CAPM) • SAFe Certification

EDUCATION

San Diego State University  
Bachelors in Applied Arts & Sciences

Business Implementation Analyst 2019 - 2022

- **Requirements Gathering:** Gathered and documented business requirements for system enhancements, coordinating stakeholder meetings and translating operational needs into actionable information for IT.
- **Testing & Validation:** Developed test cases and performed testing in staging environments to validate system changes against stakeholder requirements.
- **System Access & User Audits:** Managed claims-system access and user accounts, coordinated onboarding and separation activities, and conducted quarterly user audits.
- **Stakeholder Communication:** Led biweekly SuperUser meetings to communicate system enhancements, bug fixes, upcoming changes, and known issues to technical representatives.
- **System Quality & Stakeholder Experience:** Supported improvements in system quality and stakeholder experience through requirements analysis, testing, and clearer change communications, contributing to previously reported reductions in system errors and improvements in stakeholder satisfaction.

Sr. Admin Assistant 2018 - 2019

- Supported project coordination across requirement gathering sessions, stakeholder scheduling, and meeting documentation, developing a foundation in structured communication and process design.
- Managed system access and user accounts for the claims platform, maintaining accuracy across onboarding, offsite transitions, and quarterly audits.

Inspired Interiors

Junior Designer  
2017 - 2019

- Led client discovery, translated stakeholder needs into structured project deliverables, and coordinated vendors and timelines across the full project lifecycle.

Studio-H Design Group Inc.

Design Intern  
May 2016 - August 2016

- Supported live client projects through field measurements, design validation, and vendor/invoice coordination under professional supervision.