

Gwendolyn Clay

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Business Analyst

Detail-oriented Business Analyst with experience supporting software testing efforts, validating features based on user stories, and collaborating with cross-functional teams to improve user-facing self-service portals. Skilled in Agile environments, test validation, and assisting in software evaluations to enhance usability and functionality. Known for strong communication skills, active participation in stand-ups and planning sessions, and a user-first approach to gathering requirements and identifying bugs. Eager to bring value by bridging the gap between technical teams and business stakeholders.

WORK EXPERIENCE

Alorica • Remote • 11/2024 – Present

Business Analyst • Full-time

- Delivered high-quality support for a national pharmacy client, resolving 50+ inbound calls daily related to prescription orders, insurance claims, and technical system issues.
- Tracked recurring customer pain points and flagged system issues, contributing to process enhancements that improved customer satisfaction and efficiency.
- Promoted to Business Analyst after consistently demonstrating critical thinking, attention to detail, and a strong understanding of internal workflows and system functionality.
- Participated in meetings with cross-functional teams to clarify business needs, provide frontline user feedback, and assist in translating those needs into feature requests.
- Supported the QA process by reviewing software changes, identifying bugs, and ensuring updates aligned with real-world customer use cases.
- Created step-by-step guides and knowledge base articles that streamlined training for over 20 new support agents and improved handling time across the team.

One80 Intermediaries • Remote • 12/2022 – 06/2024

Business Analyst • Full-time

- Conducted manual software testing based on user stories to identify defects and validate new features in a self-service portal for policyholders and internal users.
- Collaborated with stakeholders from customer service, claims, legal, and auto departments to gather user feedback and clarify business needs.
- Participated in requirement gathering sessions, ensuring cross-functional feedback was incorporated into the development process.
- Validated answers and user interface functionality during testing phases, contributing to issue resolution and usability improvements.
- Triaged bugs and functionality concerns by documenting issues clearly for developers and QA teams during system and integration test events.
- Created detailed training manuals and user documentation to support internal adoption of the new portal, improving onboarding for support staff.
- Attended daily stand-ups and sprint planning sessions to stay aligned with development progress and provide insights from the user perspective.

Allied Universal • Daleville, AL • 04/2020 – 12/2022

Security Officer • Full-time

- Monitored access to a secured flight simulator building used by military flight students, ensuring adherence to federal security protocols.
- Conducted ID checks, perimeter patrols, and visitor logs in accordance with contractor guidelines, maintaining a safe and controlled environment.
- Held a government-issued security clearance (now inactive) while supporting access control operations for a sensitive facility.

EDUCATION

Bachelors in Data Analytics

Rasmussen University • Remote • 01/2025 – 12/2026

Associate of Science in Information Technology Project Management

Rasmussen University • 10/2021

CERTIFICATIONS

Certified Scrum Master • 05/2022 – 05/2024

Scrum Alliance

SAP S4 Hana Cloud Associate Consultant

(in progress)

PROJECTS

SAP S/4HANA Cloud – Procurement • 10/2024 – 02/2025

Junior SAP Associate Consultant (VOWER Bootcamp)

- Participated in a procurement-focused project simulating real-world tasks using SAP S/4HANA Cloud.
- Gained hands-on experience with the purchase-to-pay process, including working with vendors, purchase orders, and basic system navigation.
- Worked through mock scenarios to understand stakeholder needs and support process improvements using SAP best practices.
- Learned how to support procurement workflows and apply SAP best practices in a training environment.

Self-Service Insurance Portal Implementation • 01/2023 – 10/2023

One80 Intermediaries

Business Analyst – Pearl Insurance

- Collaborated with stakeholders across claims, customer service, and legal departments to gather requirements and define features for a new self-service portal, allowing policyholders to submit claims and manage policy details online.
- Participated in UAT testing, identifying usability issues and logging bugs to ensure a smooth rollout across multiple insurance product lines.
- Developed training materials and support documentation for internal teams, improving customer support handling time and increasing portal adoption rates.

Agile App Development – MTBF Bootcamp Project • 03/2022 – 10/2022

MTBF Bootcamp (Business Analyst, Technical Writing, Scrum Master Bootcamp)

Business Analyst Intern – Partnered with Consulting Firm (MTBF)

- Worked as part of an Agile team during a paid internship to support a consulting firm developing mobile apps for small businesses, focusing on feature prioritization and user experience improvements.
- Conducted stakeholder interviews, wrote user stories, and helped facilitate sprint planning and daily stand-ups with Product Owners and developers.
- Collaborated with QA and UX teams to validate functionality through mock testing, enhancing the final product before client delivery.

SKILLS

Agile Methodology, Agile Values & Principles, Azure DevOps(TFS), Business Analysis, Conflict Resolution, Cross-Functional Team Collaboration, Cross-Functional Teams, Daily Stand-Ups, Issue Triage & Resolution, Jira, Requirements Gathering, Scrum Practices, Software Evaluation, Software Testing & Validation, Stakeholder Communication, Stakeholder Engagement, SysAid, System & Integration Testing Support, User Story Development