Ethan Brooks-Nakamura

Junior Business Analyst | Business Analyst Intern

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PROFESSIONAL SUMMARY

Junior business analyst on an insurance claims team, writing user stories, mapping processes and supporting user acceptance testing for a claims portal. Strong SQL and Excel skills from an information systems degree. Comfortable interviewing adjusters and translating their workarounds into clear requirements developers can estimate.

EXPERIENCE & PROJECTS

Lakeshore Mutual Insurance Group · Milwaukee, WI **Jun 2025 — Present**

Junior Business Analyst

- Interviewed 12 claims adjusters and mapped the first notice of loss process, identifying four duplicate data entry steps that the new portal now removes.
- Write user stories with acceptance criteria for a scrum team of six developers, keeping the backlog two sprints ready for refinement.
- Wrote 85 UAT test scripts for the claims portal release and coordinated testing with eight business users over two weeks.
- Used SQL to profile claims data before migration, flagging 2,300 records with missing policy links for cleanup before go-live.

Menomonee Valley Health Partners · Milwaukee, WI **May 2024 — Aug 2024**

Business Analyst Intern

- Documented current-state referral intake workflows across three clinics and presented pain points to the operations director.
- Built an Excel model comparing two scheduling vendors on cost and features, used in the selection meeting.

Capstone: Campus Parking Permit Redesign

- Gathered requirements from students and parking staff, produced BPMN process maps and a prototype that the university later used in its vendor RFP.

EDUCATION

BBA, Information Systems **2025**

Great Lakes Commerce University

SKILLS

Technical: Requirements elicitation, User stories and acceptance criteria, Process mapping (Visio), SQL, Excel, Jira, Confluence, UAT test scripts, Stakeholder interviews, Data analysis, Agile ceremonies

Certifications: Entry Certificate in Business Analysis (ECBA)