Nadia Haddad

Business Analyst · Requirements, Process Mapping & UAT

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SUMMARY

Business analyst with 8 years in manufacturing and banking, 6 of them writing requirements for Scrum teams. Works from current-state BPMN maps to user stories, SQL checks and UAT sign-off. Background in order management means she knows how the people using the system actually work.

EXPERIENCE

Business Analyst II · Associated Bank — Mar 2023 – Present
Milwaukee, WI

- Wrote 140+ user stories with Given/When/Then criteria for a commercial loan origination rebuild on nCino.
- Mapped commercial loan booking in BPMN 2.0: 9 handoffs and 3 duplicate entry points; the future-state design cut average booking time from 6 days to 3.5.
- Queried loan and customer tables in SQL Server before migration, catching 2,300 records missing NAICS codes.
- Ran UAT for 3 quarterly releases: wrote 210 test cases, triaged defects in Jira and collected sign-off from 14 relationship managers and loan processors.

Business Analyst · Brady Corporation — Jun 2020 – Feb 2023
Milwaukee, WI

- Gathered order-to-cash requirements for an SAP S/4HANA upgrade in 30+ workshops with customer service, credit and warehouse leads.
- Built a Power BI backorder report on SAP sales data, replacing a 5-hour weekly Excel pull for 40 service reps.
- Documented 22 as-is and to-be swimlane diagrams in Lucidchart, later reused as go-live training material.

Order Management Specialist · Brady Corporation — Jul 2018 – May 2020
Milwaukee, WI

- Entered and expedited 60 to 80 label and signage orders a day in SAP, clearing pricing holds and credit blocks.
- Flagged a pricing-condition error undercharging 3 distributors; the fix recovered $48,000 in the first year.

EDUCATION

B.B.A. Information Technology Management · University of Wisconsin-Milwaukee — May 2018

SKILLS

Analysis: Elicitation, User stories & acceptance criteria, BPMN 2.0, Gap analysis, UAT planning, BRD/FRD

Tools: Jira, Confluence, Visio, Lucidchart, Power BI, Excel

Data & Systems: SQL (SQL Server), SAP S/4HANA SD, nCino

Delivery: Scrum, Backlog refinement, Release sign-off

CERTIFICATIONS

Certification of Capability in Business Analysis (CCBA), IIBA