Tasha Williams Junior Business Analyst

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PROFILE SUMMARY

- **Junior Business Analyst** with **2 years** in **Costco IT** on the Fulfillment Solutions team, writing requirements for **BOPIS orders** in Manhattan Active Omni, after 3 years of part-time stock and fulfillment work at **Nordstrom**.
- Writes user stories in **Jira** and specs in **Confluence**, draws process maps in **Lucidchart** and Visio, queries order data in **SQL**, checks files in Excel and Power Query, and builds reports in Manhattan SCI.
- Knows the **pickup flow** from paid order to counter handoff, the **order status codes** shared by Manhattan Active Omni and LEA Reply, and writes **Given/When/Then** criteria before any story goes to refinement.
- Works with the **product owner**, Manhattan developers, QA and **warehouse front-end managers**, and joins vendor calls with Manhattan and Reply when a defect needs a configuration fix.
- Wrote the team's **BOPIS test data guide**, shows new analysts how to read an order's status history, holds the **IIBA ECBA**, and is studying for the **CCBA**.

TECHNICAL SKILLS

Requirements & Documentation:	User stories, acceptance criteria (Given/When/Then), functional specs, use cases, traceability matrix
Modeling & Diagramming:	BPMN 2.0 (basics), Lucidchart, Visio, swimlane diagrams
Data & SQL:	SQL (joins and aggregates), Excel, Power Query, data profiling
BI & Reporting:	Manhattan SCI, Power BI (basics), Excel pivot tables
Delivery & Collaboration Tools:	Jira, Confluence, ServiceNow, Microsoft Teams
Methods & Frameworks:	Agile, Scrum, BABOK v3 (ECBA)
Systems, APIs & Testing:	Manhattan Active Omni, LEA Reply, REST APIs (reading specs), Postman (basics), UAT scripts

EDUCATION

University of Washington Foster School of Business — **B.A. in Business Administration, Information Systems** — Seattle, WA · Sep 2020 to Jun 2024

IIBA — **ECBA certification** — Issaquah, WA · Mar 2025

WORK EXPERIENCE

Costco Wholesale — **Functional Analyst, Fulfillment Solutions** — Issaquah, WA · Sep 2024 to Present

- Interviewed front-end managers and shadowed pickup counter staff at **6 warehouses** before the **BOPIS** pickup redesign, finding the partial-pickup and ID-check cases behind **23%** of counter delays.
- Wrote the functional spec for order-ready notifications in **Manhattan Active Omni**, with a **traceability matrix** in Confluence tying each requirement to a test case, and all **64** were tested before release.
- Wrote the pickup **user stories** in **Jira** with Given/When/Then acceptance criteria and refined them each week with the product owner, cutting stories sent back at sprint planning from 31% to **8%**.
- Queried order history in **SQL** to compare status codes between **Manhattan Active Omni** and **LEA Reply**, and found 2 unmapped codes that left **1,180 orders** a month showing as not ready.
- Wrote the **UAT scripts** from the traceability matrix and ran testing with front-end staff from 4 warehouses, and the pickup release went live with **0 severity 1 defects** in its first month.

Nordstrom — **Stock and Fulfillment Associate (part-time)** — Seattle, WA · Sep 2021 to Aug 2024

- Mapped the downtown store's online order pickup flow from stockroom to counter in **Lucidchart** for the operations manager, and dropping 2 duplicate scans cut the average pickup wait from 9 minutes to **5**.
- Timed pickups on 2 shelf layouts for 3 weeks and compared their costs in **Excel**, and the store went with the layout that was just as fast and saved **$4,100** in fixtures.
- Wrote a 1-page guide for the **handheld pickup app** and coached new hires on the floor, and scan-in errors on pickup orders fell from 7% to **2%** over the holiday season.