



MORGAN M. BURDEN

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ABOUT ME

Business analyst with a strong focus on data-driven solutions, currently pursuing a Master's in Data Science. Skilled in translating complex business needs into actionable insights, collaborating across teams, and delivering analytics-backed results. Passionate about leveraging data to drive strategic decisions and enhance user experiences.

EXPERIENCE

SPS Commerce – *Minneapolis, MN*

Lead Customer Support Analyst | June 2024 – Present

- Act as a cross-functional liaison between Customer Support, Product, and Customer Success teams to ensure successful adoption of Fulfillment feature upgrades and platform enhancements.
- Introduced support process improvements that reduced team Time to Resolution by 40%, directly improving operational KPIs.
- Lead the NetX support team through escalations, prioritization, and stakeholder communication, ensuring high-quality delivery and alignment with business goals.
- Partner with technical teams to ensure product issues are accurately captured, translated into actionable requirements, and resolved efficiently

Associate Business Analyst | July 2021 – October 2022

- Designed and maintained retail data and EDI products supporting vendor communities, ensuring alignment with retailer requirements and industry standards.
- Served as the technical lead and primary point of contact for retailer-focused product initiatives, managing communication between engineering, solution architects, and business stakeholders.

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Tennant Company – *Eden Prairie, MN*

HR Analyst | October 2023– June 2024

- Managed large-scale data uploads and governance processes within SAP, ensuring data quality and compliance across HR systems.
- Managed mass data uploads, including the annual merit process
- Developed HR dashboards and analytics to support business decision-making.

Allina Health – *Minneapolis, MN*

Employee Experience Business Analyst | October 2022– February 2023 (Contract)

- Planned and lead the design and implantation of UX/UI improvements that increased access to information and usability for all users
- Tested SharePoint upgrades using test scripts and user acceptance testing for more efficient and productive testing
- Operated in an Agile workspace defining user stores, requirements, and working through the Azure DevOps backlog

Cargill – *Hopkins, MN*

- Provided data and requirements to build out multi-million-dollar meat processing plants
- Analyzed and sorted through decades of finical data to provide actionable insights

EDUCATION

University of St Thomas – *St. Paul, MN*

Master of Science in Data Science

- Current coursework includes Python, SQL/Database Management, and Data Warehousing.
- Focus areas: analytics platforms, data modeling, modern data stacks.

Iowa State University – *Ames, IA*

Bachelor of Science in Economics and Global Resource Systems (May 2017)

- Courses in Statistics, Economics development, and Econometrics

PROJECTS

SQL Database Design

- Designed a relational database schema from the ground up using SQL.
- Collected, cleaned, and integrated publicly available datasets for querying and analysis.
- Built tables, relationships, and queries to support reporting and analytics use cases.

FUNCTIONAL AREA

Product & Agile

Product ownership
Roadmapping
User stories & requirements
Agile/Scrum
Stakeholder communication
Backlog management

Data & Technical

SQL
Tableau
Python
R
Analytics & dashboards
ata quality & validation

Tools & Platforms

Azure DevOps
EDI Platforms & Retail Data
Salesforce
SAP
Sharepoint
Microsoft Office