

CONTACT

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7805 NE 110th Ave
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SKILLS

- Business Analysis & Requirements Gathering
- Stakeholder Communication & Management
- SQL, MongoDB, Data Validation & Reporting
- API Integrations, Postman, REST
- Jira, Agile & Scrum Practices
- Workflow Optimization & Process Mapping
- Compliance Reporting & Debugging
- Root Cause Analysis & Issue Resolution

NICHOLAS KARN

SUMMARY

Business Analyst and Reporting Specialist with a strong background in requirements gathering, stakeholder collaboration, and data-driven process improvement. Skilled in SQL, API integrations, Jira, and Postman with proven success in debugging, compliance reporting, and system implementations. Adept at bridging technical and business needs to deliver optimized workflows, accurate reporting, and timely project outcomes.

EXPERIENCE

Senior Reporting Analyst

Alma Technologies – Portland, OR | March 2019 – Present

- Partner with stakeholders to gather requirements and design reporting solutions that ensure compliance with state education data systems.
- Debug and resolve critical data issues, preventing fines and funding losses for schools.
- Collaborate with engineers on SQL queries, MongoDB scripts, API integrations, and testing.
- Leverage Jira and Postman to manage requirements, validate APIs, and streamline QA workflows.
- Translate complex reporting rules into structured workflows and actionable tasks.
- Support continuous process improvements by identifying gaps and recommending optimizations.

On-Site Customer Service Representative

Mallory Safety and Supply – Vancouver, WA | July 2016 – March 2019

- Delivered frontline customer service and product support for on-site accounts.
- Managed inventory forecasting and ensured stock accuracy to meet customer demand.
- Provided in-depth product knowledge, assisting customers with equipment selection and order fulfillment.
- Built strong customer relationships while resolving service and order issues.
- Collaborated with stakeholders to ensure efficient product distribution and availability.
- Supported process improvements that enhanced operational efficiency and customer satisfaction.