

# BENJAMIN AHNEN

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## HIGHLIGHT OF QUALIFICATIONS

- Ability to leverage data to craft compelling narratives and effectively translating complex technical information into clear, accessible language for diverse audiences
  - Excels in both leadership roles and collaborative team environments, consistently delivers measurable results while handling multiple projects, and facilitates knowledge transfer through process documentation and trainings across a wide range of topics
  - Technical Skills: Excel, R, SQL, Oracle Hyperion, VBA, Python, InfoLease, Tableau, SAS, Azure, Databricks, Power BI, Salesforce
  - Areas of Knowledge: Data Analysis, Regression Modeling, Operational Analytics, Data Visualization, Project Management
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## EXPERIENCE

### GOODLEAP

Roseville, CA

#### Application Support Engineer

07/2023 – Present

- Analyzed ~10,000 individual cases by grouping key words/phrases to identify key areas of development, providing management and business partners with insight into the type of requests that the Application Support team handles
- Collaborated with team members to streamline case resolution processes by utilizing process analysis, resulting in a ~75% reduction in case resolution time over a 12-month period
- Applied troubleshooting and auditing techniques in Java and Excel to proficiently configure and maintain operations for more than 600 service and sales organization on the GoodLeap platform

### DLL FINANCIAL, LLC

Johnston, IA

#### Post Booking Team Lead

10/2022 – 07/2023

- Managed six operational analysts, negotiating and prioritizing critical activities supporting multiple lines of business
- Increased operational efficiencies/effectiveness by leveraging system and data experience to automate processes
- Applied operational analytics to reengineer functional processes, optimize staffing, and reduce costs: Productivity increased ~15%, staffing costs decreased 12%
- Implemented cross-training procedures to move analysts from specialists to generalists, mitigating operational risks

#### Reporting Analyst II

05/2019 – 10/2022

- Automated manual InfoLease reports using Oracle Hyperion, which increased annual analytic capacity by 600 hours
  - Provided reporting and analysis on key metrics to corporate management, business unit leaders, and functional partners; proactively engaged stakeholders to clarify requirements, and continuously improve reports and dashboards
  - Analyzed metadata across multiple databases to create a repository of over 10,000 terms aligned with common logic
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## EDUCATION

### TIPPIE COLLEGE OF BUSINESS, UNIVERSITY OF IOWA

Iowa City, IA

#### Master of Science, Business Analytics

May 2022

#### Bachelor of Business Administration, Business Analytics

May 2021

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## ACTIVITIES & LEADERSHIP

### GRADUATE STUDENT AMBASSADOR

Iowa City, IA

#### Student Ambassador

11/2020 – 05/2022

- Corresponded with potential students while attending potential student events to recruit and promote the MSBA program

### MONEYTHINK

Iowa City, IA

#### Mentor

03/2018 – 05/2021

- Taught basic finance classes to 20+ students in Iowa City high schools, increasing student knowledge by an average of ~20%
- Instructed 30 non-native English speakers, aided in job searches and mock interviews, and conducted classes on filing taxes

### DELTA SIGMA PI, EPSILON CHAPTER – PROFESSIONAL BUSINESS FRATERNITY

Iowa City, IA

#### President (12/2018 – 05/2019), Vice President of Fundraising (05/2018 – 12/2018)

08/2017 – 05/2021

- Oversaw 12 Executive Committee members and ensured the implementation and maintenance of strategic plans
- Organized and oversaw a variety of fundraising events throughout the course of the semester that included a sand volleyball tournament and profit-sharing events with local businesses, which grossed over \$1500