

Iain West

Omaha, Ne | 402-429-9391

## Summary

Business Systems Analyst with experience in process analysis, automation, and data workflows. Skilled in SQL, Node.js, and workflow automation, with exposure to web development technologies through internal projects. Quick learner with the ability to apply new skills to improve efficiency, accuracy, and reporting in enterprise environments.

## Skills

- **Programming:** Node.js
- **Web Development:** React, MUI Components, REST APIs, HTML, CSS, JavaScript (fundamentals)
- **Databases:** SQL (CRUD, queries, reporting)
- **Automation & Data:** Workflow automation (Ansible), CSV parsing, Excel automation, large dataset processing
- **Business & Communication:** Agile methodology, Jira, Workfront, requirements gathering, cross-team collaboration, vendor coordination, training & presentations

## Professional Experience

Mutual of Omaha – Omaha, NE

Business Systems Analyst III

Sep 2023 – Present

- Automating ingestion and processing of third-party print invoices (Fiserv, Regal), including pulling CSV data from internal Linux servers, loading into databases, and reconciling against job-level invoices for document-level chargebacks — improving accuracy and reducing manual processing time.
- Manage chargeback workflows that support budgets exceeding \$10M annually, ensuring financial accuracy and accountability.
- Partner with vendors and internal teams to resolve production issues, improve reporting accuracy, and deliver enhancements.
- Develop and execute test plans for upgrades and ongoing maintenance, validating that business and technical requirements are met.

## Business Systems Analyst I

Apr 2022 – Aug 2023

- Initiated and built an internal Mutual of Omaha web app (Panda) as a self-taught project using React, MUI, and SQL backend, gaining practical development experience while assisting with analytics and order tracking.
- Automated mailing list workflows with GrayHair (address cleansing), improving data readiness for print operations.

- Supported requirements gathering, documentation, and cross-team collaboration to improve efficiency and accuracy.
- Automated repetitive daily tasks to speed up efficiency.

## **Machine Operator**

Dec 2020 – Mar 2022

- Operated production equipment and completed print and mailing jobs to quality and schedule requirements.
- Cross-trained across multiple corporate support areas, gaining hands-on knowledge of Transactional Print and Marketing-on-Demand workflows.

## **Education**

**Associate of Science in Business** - 2016