

Jason Westmark | Business Analyst
Tallahassee, Florida | (850) 545-0671 | jason.westmark@gmail.com
[LinkedIn](#) | [Bitbucket](#)

PROFESSIONAL SUMMARY

Detail-oriented Junior Business Analyst with 4 years of experience at Five Points Group, acting as a liaison between business stakeholders and IT to deliver technical solutions for government foster care and medical registry platforms. Expertise in requirement gathering, process mapping, and translating high-level business needs into functional specifications. Proven track record automating workflows, ensuring HIPAA compliance, and producing detailed BRDs, FRSS, and user documentation. Passionate about driving process improvements and enabling data-driven decision-making.

EDUCATION

Associate of Science in Computer Programming and Web Development

Tallahassee Community College — Tallahassee, FL

May 2023

Associate of Arts

Tallahassee Community College — Tallahassee, FL

December 2023

Bachelor of Science in Information Technology

Florida State University — Tallahassee, FL

Spring 2025 – Present (Expected May 2026)

Awards and Honors: President's List - Spring 2025

EXPERIENCE

Junior Business Analyst, Five Points Group — Tallahassee, FL

July 2021 – Present

- Performed QA, UAT, and regression testing on 10+ state government foster care websites, ensuring HIPAA compliance and high-quality releases.
- Managed data and configuration change requests for two key clients, reducing turnaround time by 20%.
- Collaborated with developers to build, test, and deploy client portals from initial setup through go-live, meeting all security and accessibility standards.
- Authored comprehensive user guides and technical documentation to support client training and ongoing system maintenance.
- Developed an internal automation tool that reduced regression testing time by 5 hours (from 15 to 10 hours total), significantly decreasing manual workload.

SKILLS

Technical:

Applications: Microsoft Office Suite (Excel, Word, PowerPoint), Jira, Azure DevOps, Git.

Familiar with: Java; Python; C++; C#; JavaScript; Bash/shell scripting; mobile app development (Android).

Soft: Communication; collaboration; problem-solving; time management; adaptability; attention to detail.