

# JODI VOLKMAN

ANALYST &  
UX DESIGNER

## CONTACT

(612) 475-4131

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AUSTIN, TX STARTING JUNE '21

## PROFILE

Passionate and dedicated Analyst with a strong eCommerce & Fintech background. Eager & excited to offer my insight & skills towards a role in UX Design. Proven record of contributing to digital business goals & purposeful experiences.

## SKILLS

- Problem Solving
- Research
- User Empathy
- Analytical & Curious
- Attention to Detail
- Strategy & Planning
- Collaborative
- Creative Mind
- Flexible & Adaptable

## TOOLS

- |                   |              |
|-------------------|--------------|
| • Adobe XD,       | • Keynote    |
| Pro AC, Lightroom | • Snagit     |
| Spark, Photoshop  | • UltraEdit  |
| • Balsamiq        | • MS Excel & |
| • Figma           | PowerPoint   |
| • Miro            | • UltraEdit  |
| • Sketch          | • XMLSpy     |
| • Draw.io         | • JIRA       |

## EXPERIENCE

### BUSINESS SYSTEMS ANALYST (E-SOLUTIONS)

ALLIANZ LIFE | 2014 - 2020

- Explored opportunities to generate ideas to improve business systems, in collaboration with multiple teams
- Created 8 new annuity profiles (Products) in XML for client utilization on external business systems & managed product enhancements for over 15 products
- Experience as a project team member, working with a Product Innovation group, balancing many project deliverables from kick-off to post-launch
- Go-to person for over 80+ broker dealer clients to support the ease of doing business via digitalization
- Played a key role in the rollouts/support of E-Signature capabilities, with usage by 15 clients in 1 yr.

### ECOMMERCE OPERATIONS ANALYST

ALLIANZ LIFE | 2011- 2014

- Provided subject matter expertise as a first contact for technical service requests, inquiries, and projects
- Troubleshooting complex issues to identify root cause
- Offered dev, data, and system configuration support
- Experience working with data (DST & DTCC structures)

## EDUCATION

### CERTIFICATE, UX DESIGN

CAREERFOUNDRY BOOTCAMP | 2020 - JUNE 2021

INTRO TO UX, UX IMMERSION, UI SPECIALIZATION

### CERTIFICATE, BUSINESS ANALYSIS

UC BERKELEY EXT | AUGUST 2017

### MASTER OF BUSINESS ADMINISTRATION, M.B.A.

ARGOSY UNIVERSITY | GRADUATED 2011

### BACHELOR OF ARTS, PSYCHOLOGY

METROPOLITAN STATE UNIVERSITY | GRADUATED 2008

## AWARDS

### ALLIANZ LIFE

TEAM OF THE YEAR (E-SOLUTIONS) | 2019