

JAMIE BRIGGS

Senior Business Systems Analyst | Operational Excellence | Process Improvement | Business Transformation

Fond du Lac County, Wisconsin • Remote Opportunities • jamie.m.briggs@outlook.com • 920-251-6075 • [linkedin.com/in/jamiembriggs](https://www.linkedin.com/in/jamiembriggs) • jjbriggsconsulting.com

PROFESSIONAL PROFILE

Business systems and operations professional with 20+ years of experience investigating complex workflows, translating business needs into actionable requirements, improving data quality, and helping teams implement workable changes. Background spans market research, energy, digital analytics, logistics, and regulated insurance operations. Known for partnering directly with subject matter experts, tracing root causes, and connecting people, processes, and technology without adding unnecessary complexity.

SELECTED CAREER IMPACT

- Managed planning and forecasting for an \$8.1M budget covering 120 sites and 11 staffed locations; finished within approximately \$1,000 of the year-end budget plan.
- Built and maintained financial and operational analysis across 28 cost centers, supporting approximately \$6.5M in operations and maintenance activity at TC Energy / ANR Pipeline.
- Helped implement and train an offshore process-improvement operation during six weeks on-site in Chennai, India, followed by remote oversight.
- Redesigned and validated data-edit rules supporting consumer packaged goods research used by major manufacturers and retailers.

PROFESSIONAL EXPERIENCE

Founder & Principal Consultant | JJ Briggs Consulting LC | Wisconsin | 2023–Present

- Provide independent business systems, process diagnostics, requirements, and operational improvement consulting; work begins with understanding the people, workflows, and underlying problem.
- Assess workflow gaps, reporting needs, technology dependencies, and implementation challenges; develop practical findings and recommendations aligned with client needs.

Agency Owner / Business Operations | JJ Briggs Agency Inc. | Wisconsin | 2023–March 2026

- Directed agency operations, carrier and vendor coordination, staff training, documentation, client service, and compliance-sensitive administrative processes.
- Analyzed policy, retention, workload, billing, and service records in Excel and reporting tools to identify operational issues and support improvements.

Senior Business Analyst | Tuatara | Remote (Wisconsin) | 2022–2023

- Translated business and technical needs into requirements, workflows, user stories, and implementation guidance; collaborated with technical teams and subject matter experts.
- Supported digital analytics, data integration, product master data, and process analysis involving Google Analytics, Adobe Analytics, middleware, and software change initiatives.

Administrative Analyst | TC Energy / ANR Pipeline | Eden, Wisconsin | 2018–2021

- Created and maintained Excel-based FP&A; and reporting across 28 cost centers using linked worksheets, PivotTables, and recurring operational summaries.
- Supported \$6.5M in regulated operations and maintenance activity, including vendor qualification, issue tracking, budget management, and audit-sensitive documentation.

Operations & Administrative Manager | Charles Poch Inc. / Poch Trucking | Wisconsin | 2015–2018

- Managed office operations including payroll, billing, scheduling, customer and vendor communication, insurance coordination, and fleet-related compliance records.

Data Specialist / Systems Analyst / Process & Product Manager | AC Nielsen | Wisconsin | 2006–2014

- Progressed through data, systems, and process/product responsibilities; improved data validation and channel classification for consumer packaged goods analytics.
- Coordinated process documentation, training, offshore operational transition, and Lean Six Sigma improvement work.

ADDITIONAL CONSULTING EXPERIENCE

Premier Ideation LLC — earlier independent consulting, operational and administrative support. Separate legal entity; historical service dates to be confirmed.

VOLUNTEER EXPERIENCE

Missfit Island — Organizational Development & Community Support Volunteer | Neurodivergent women and families. Support organizational development, operations and technology, fundraising, outreach, advocacy, and community initiatives.

TECHNICAL & ANALYTICAL SKILLS

Business analysis: Requirements discovery, user stories, workflow mapping, process redesign, root-cause analysis, UAT/QA support, stakeholder and SME collaboration, Lean Six Sigma, Agile/Waterfall.

Data & platforms: Advanced Excel (PivotTables, lookups, Power Query), SQL, Microsoft Access, Oracle, DB2, SAP, Salesforce, Power BI, Tableau, SharePoint, Jira, IBM mainframe / AS/400.

Operations: FP&A;, budgeting, operational reporting, vendor coordination, compliance documentation, data validation, training and implementation support.

EDUCATION, CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- Lean Six Sigma Green Belt (AC Nielsen) • LearnQuest Scrum Master Certification Specialization (Coursera, Jan 2023; course certificate, not Scrum Alliance CSM) • UC Davis Fundamentals of Visualization with Tableau (Coursera, Aug 2024)
- Marian College of Fond du Lac — Liberal Arts coursework, 2001–2003 • Additional professional training in business analysis, process improvement, project management, and leadership

ADDITIONAL CREDENTIALS

Wisconsin insurance licenses: Property & Casualty; Accident & Health; Life; Variable Life & Variable Annuities (active through 2027).