Brittney Martin

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Business Analyst

Summary

Operations and analysis professional with seven-plus years at a top four bank, spanning project coordination, data validation, reporting, quality assurance, and process improvement. Skilled at translating business needs into clear requirements and turning inconsistent data into trustworthy reporting. Strong analytical, problem-solving, and stakeholder communication skills across multiple concurrent projects. Finishing a B.S. in IT Management and pursuing CAPM certification.

Core Skills

Business Analysis and Coordination: Requirements gathering, business process analysis, project coordination, end-to-end process management, stakeholder management, organization and prioritization

Data and Reporting: Data validation and preparation, reporting and analysis, Power BI, SQL (developing), data governance and standardization, quality assurance

Operations and Compliance: Regulatory and compliance operations, records retention and documentation, process improvement, operational excellence, attention to detail

Tools: Microsoft Office including advanced Excel, Power BI, Tableau, Smartsheet, Jira, ServiceNow, OpenText

Professional Experience

Securities Reconciliation Associate | Kelmar Associates (Remote) | Nov 2026 to Present

- Complete a daily morning queue reviewing active shares of unclaimed property reported at the state level, working each item to resolution.
- Verify the completed status of shares designated for sale and buyback, confirming each is held with the correct custodian.
- Review bank statements to identify share transactions under a set value, capturing price, market value, quantity, and holder name, and build a cross reference spreadsheet that logs findings and the number of items identified per page.

Offshore Analyst | Fraud and Claims Operations Associate | Wells Fargo, Roanoke, VA | Jan 2023 to Dec 2025

- Coordinated end-to-end execution of the Claims 2.0 (Pega) platform migration, managing intake, timelines, validation checkpoints, and adoption across onshore and offshore teams.
- Prepared, validated, and standardized claim data across four processing sites into one governed master file, ensuring accuracy and completeness.
- Owned records retention and documentation for more than 50 standard operating procedures in OpenText, maintaining compliance and archive accuracy.
- Served as primary liaison across United States, India, and Philippines teams, maintaining stakeholder communication, consistent reporting standards, and process improvements across concurrent projects.

Senior Fraud and Claims Representative | Wells Fargo, Roanoke, VA | Oct 2020 to Jan 2023

- Served as the back-office counterpart to the frontline specialist team, processing the same end-to-end dispute lifecycle across CIV, DAT, and Visa at greater depth, with outbound calls placed only when additional information was needed.
- Reinvestigated in-timeframe claims and overturned incorrect prior decisions, partnering with consultants and managers to resolve complex disputes.
- Served as subject matter expert for the Claims 2.0 (Pega) pilot, shaping data models, reporting frameworks, and system requirements.
- Led special reporting and root-cause projects that reduced aged claims by about 25 percent.

Financial Crimes Specialist II | Wells Fargo, Roanoke, VA | Aug 2018 to Oct 2020

- Handled high volumes of inbound calls, relaying real time claim decisions to customers, including denials such as PIN dual fraud, while working up to 40 claims daily under strict regulatory compliance.
- Owned the end to end dispute lifecycle across CIV, the legacy DAT platform, and Visa: creating claims, investigating account and transaction data, submitting disputes to Visa, and issuing provisional or final credit.
- Statused cards for company-wide fraud recognition and issued Visa warning bulletins alerting merchants to fraudulent cards.

Earlier experience: Store Manager, Sprint, and Assistant Store Manager, Sally Beauty Supply; plus customer and claims roles with State Farm and Bankers Life (insurance).

Education

B.S., Information Technology Management | Western Governors University | Expected Nov 2026

A.A., General Studies | Patrick Henry Community College, Martinsville, VA

Certifications

Certified Associate in Project Management (CAPM), Project Management Institute (in progress)