elisha.antunes@gmail.com

570-687-0968

Peabody, MA 01960

Skills

- API Test Automation
- SQL
- Power BI
- Cypress
- Process Mapping
- Requirements Gathering
- Agile Methodologies

Education

05/2017
Bachelor Of Arts:
Biblical Studies / Psychology
Gordon College
Wenham, MA

- Provided live translation at case study conferences hosted by the Psychology Department Chair for guest speakers and attendees.
- Member of Student Ambassador Club.
- Member of Undergraduate Research Council.

Accomplishments

- Bank of America 2019 Northern New England Executive Leadership Program graduate
- Tokio Marine 2100 Leadership Program graduate

Portfolio

- github.com/eantunes25
- ea-portfolio.com

Elisha Antunes

Professional Summary

Results-driven Business Systems Analyst with 3+ years of experience bridging business goals and technical execution. Skilled in API test automation, end-to-end testing, writing SQL queries, and building insightful dashboards for data-driven decision-making. Adept at documenting systems and designing scalable, efficient solutions through deep stakeholder collaboration. Comfortable working across the SDLC, with a passion for continuous learning, process improvement, and technology-driven impact.

Experience

Tokio Marine HCC - Business Systems Analyst
Wakefield, MA
06/2022 - Current

- Design and execute API automation tests using Postman and JavaScript, streamlining regression testing and increasing test efficiency.
- Build end-to-end test scripts in Cypress for core business workflows, enabling early detection of defects in critical systems.
- Develop and deploy automated solutions using Microsoft Power Automate to reduce manual day-to-day tasks and streamline business workflows, enhancing team productivity and operational efficiency.
- Create complex SQL queries for reports and data analysis, improving underwriting insights across multiple policy types.
- Develop interactive dashboards using Power BI to visualize key performance indicators for business users and leadership.
- Author detailed business requirement documents (BRDs) and collaborate with developers to ensure accurate system implementation.
- Facilitate user acceptance testing, write test plans, acceptance criteria, and traceability matrices.
- Work cross-functionally with Underwriting, Compliance, and internal IT team to troubleshoot production issues and implement scalable solutions.
- Oversee the setup and ongoing maintenance of policy-related forms—including endorsements and compliance documents—ensuring they are correctly configured for automated generation and distribution.
- Lead sprint planning and backlog grooming activities using Azure DevOps, contributing to smoother team alignment and delivery.

Smart Choice Solutions Inc. - Financial Administrator
Malden, MA
02/2021 - 06/2022

- Introduced debt restructuring methods to reduce unnecessary spending and reach repayment goals to achieve low DTI.
- Completed journal entries, reconciliations, and account analysis to prepare

monthly financial documents and general account management.

- Spearheaded tactical objectives to execute cost-savings deliverables, saving $125,000.
- Scheduled and facilitated meetings between project stakeholders to discuss deliverables, schedules, and conflicts.
- Led organizational cash flow initiatives and achieved positive cash flow since prior to the pandemic by improving the quality of invoicing and collecting procedures.
- Constructed and maintained interactive financial reports that provide actionable insights for project managers through Power BI
- Managed payroll processing with iSolved HCM for 19 employees in compliance with predetermined company guidelines.

Bank Of America Merrill Lynch - Account Manager
Saugus, MA
10/2017 - 08/2019

- Provided wholistic banking knowledge while recommending apt financial solutions.
- Consulted with team members to gain alternative insight in optimizing benefits for clients and to secure new transactions while identifying cross-promotional opportunities.
- Implemented solid retention strategies through client follow-ups via phone calls, emails, and appointment scheduling.
- Demonstrated progressive growth; consistently exceeded 100% of sales goals month after month until reaching top performer status.
- Ceaselessly provided excellent client satisfaction and received highest feedback scores.