Jiaxi Luo

Toledo, OH (Relocating to Chicago) | 614-704-1451 | jiaxijesseluo@gmail.com

Business Systems Analyst with direct **CCC One** experience. Expert in bridging operational workflows with data-driven insights using SQL and HCI principles. Skilled in KPI definition, User Stories, UAT, and process optimization for the insurance/repair economy.

Core Competencies & Technical Tools

- **Product Management:** User Stories, UAT, Agile/Scrum, Product Lifecycle, Trade-off Analysis.
- **Technical & Design: SQL** (Applied Analytics), **Figma**, Excel, **CCC One**, Canva, Mermaid.
- **Domain:** Repair Lifecycle Optimization, KPI Development, SOP Design, HCI Principles.

Professional Experience

Mwork LLC – Autobody & Collision Repair | Columbus & Toledo, OH *General Manager (Trainee) / Systems Analyst* | Feb 2025 – Dec 2025

- **CCC One Data Analytics:** Analyzed **CCC One** platform data to identify cycle time and supplement variance drivers; converted raw repair order data into actionable business information for management.
- **Process Standardization:** Designed a **100+ page SOP** and workflow diagrams, effectively defining "User Stories" for 10 distinct roles and reducing operational ambiguity by 30%.
- **Strategic Optimization:** Evaluated trade-offs between repair speed, insurance constraints, and cost structures to maximize margins; defined KPIs to monitor technician productivity and throughput.

Independent Analytics Product

SQL-Based Performance Optimization Framework

- **Data Modeling:** Built relational schemas and SQL queries to analyze performance drivers and leading indicators, mirroring enterprise analytics product logic.
- **Validation & Testing:** Developed a rule-based decision framework with structured **User Acceptance Testing (UAT)** criteria to ensure data integrity and logic validation.

Education

- **M.S. Information Studies** | Trine University | Expected May 2025
- **B.A. Communication (HCI Track)** | The Ohio State University | 2022 *(Relevant Coursework: User Experience Design, System Analysis)*