Chance Lippie
Business Analyst | Systems Thinking | AI Exploration
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Professional Summary

Business Analyst with 3+ years delivering enterprise system enhancements in Agile environments, backed by 10 years in operations, team leadership, and client relationship management. 5+ years proven remote work success. Experienced in translating complex requirements into clear user stories, BPMN process maps, and effective UAT execution. Trusted partner to stakeholders, product, and engineering teams—driving process improvements, system adoption, and measurable business outcomes. Independently explores AI system architecture, automation workflows, and cognitive coordination models, with a focus on how complex systems maintain alignment, context, and reliable behavior as they scale. Applies a systems-thinking approach to both business processes and emerging AI systems, focusing on clarity, alignment, and long-term reliability.

Core Skills

Requirements Elicitation · Stakeholder Workshops · Process Mapping (BPMN) · User Stories & Acceptance Criteria · UAT Planning & Execution · Agile/Scrum · Cross-Functional Collaboration · Data Analysis & Visualization

Tools & Platforms

Project Management & Collaboration: Jira, Confluence, SharePoint, Microsoft Teams
Analysis & Reporting: Excel (Advanced), Power BI, SQL (Basic), Visio, Lucidchart
CRM Platforms: CORE/OneTouch (custom in-house), Salesforce, HubSpot, Microsoft Dynamics 365

Systems & AI Exploration

• Independently researching architectures for AI-driven systems focused on goal alignment, memory persistence, and long-term coordination across complex tasks.

• Exploring automation workflows and cognitive system design through personal projects documented at chancelippie.com.

• Interested in how intelligent systems maintain alignment, memory continuity, and reliable behavior as they scale in capability and complexity.

Experience

National Notary Association, Remote - Business Analyst (Contact Center / CRM)
February 2023 - Present | Agile Scrum | Enterprise CRM

- Led discovery and requirements definition for CRM and contact center enhancements, translating operational complexity into structured system solutions.
- Facilitated virtual stakeholder workshops across distributed teams to define current-state and future-state processes, producing BPMN-aligned documentation that reduced training time by 15–25%.
- Coordinated UAT planning and execution across major releases with zero critical defects, and reduced overall post-release defects through improved requirements validation.
- Served as trusted SME for internal systems, partnering with product, development, QA, and operations to streamline workflows and cut CRM-related support tickets by 50%.
- Developed Excel dashboards and Power BI reports for trend analysis, KPI tracking, and data-driven leadership decision-making.

National Notary Association, Remote - Business Systems SME
February 2021 - February 2023 (2 yrs) | Remote

- Acted as Subject Matter Expert for in-house CRM system upgrades, providing operational feedback, UAT support, and end-user training; my foundation for transitioning to the BA role.
- Created process documentation and knowledge base articles to support system changes and compliance requirements.
- Partnered with cross-functional teams to identify workflow inefficiencies and recommend system-driven improvements.

Abolish Pest Control, Simi Valley CA - Head Field Representative
Dec 2016 - Apr 2020 (3.5 yrs)

- Led team of 8 technicians, achieving 98% client retention and 100% employee satisfaction through feedback-driven process improvements and comprehensive training programs.
- Designed commercial proposals and managed multi-site operations, completing 10+ large scale jobs weekly with 100% on-time performance through optimized scheduling and resource allocation.
- Monitored compliance with safety/regulatory standards and utilized company systems to track performance metrics, improving data accuracy for operational decision-making.

Abolish Pest Control, Simi Valley CA - Field Representative & Earlier Roles
Dec 2010 - Dec 2016 (6 yrs)

- Managed portfolio of 25+ daily service calls with 100% customer retention through needs assessment, solution delivery, and relationship management.
- Progressed through multiple roles from Office Assistant to Field Representative, developing skills in client relations, operational efficiency, and data documentation.