
SUMMARY

Highly analytical and detail-oriented business analyst with 2 years of experience in conducting a thorough analyses and presenting actionable insights to drive business growth. Proficient in data analysis, project management, and communication skills.

WORK EXPERIENCE

Home

Oct. 2021 - Present

Middle Business Analyst

- Directly consulting, communicating with customers, capturing needs, analyzing business operations for over 5 companies with variety of business such like Education, Dental, Real Estate, Service ...
- Design business processes as BPMN flowcharts through Draw.io.
- Set up business process automation such like: Sale process, Recruitment process, Review process on Bitrix24 application.
- Build demos, write or make video user manuals.
- In charge of training for over 25 departments with different type of process.
- Support customers, receive feedback and fix bugs throughout their Go-live phase.
- Working with 3rd party to API between 2 systems.

EDUCATION

University

2017 – 2021

Bachelor of Information Technology (GPA: 3.22/4.0)

CERTIFICATES

- TOEIC Certificate with score 835

SKILLS

- Data analysis: Proficient in analyzing large data sets and extracting valuable insights to drive business decisions.
- Requirements gathering: Experienced in collecting, documenting, and validating requirements from stakeholders across departments and levels.
- Process improvement: Skilled in identifying bottlenecks in business processes and developing solutions to streamline workflows and increase efficiency.
- Project management: Able to manage multiple projects simultaneously, from conception to delivery, ensuring projects are completed on time and within budget.
- Communication: Strong verbal and written communication skills, able to articulate complex ideas and technical concepts to non-technical stakeholders.