

JACKSON LI

Management and Program Analyst

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☎ (123) 456-7890

📍 Washington, D.C.

🌐 [LinkedIn](#)

EDUCATION

Bachelor of Science

Foreign Service

Georgetown University

📅 2010 - 2014

📍 Washington, D.C.

SKILLS

- Microsoft Project
- Tableau
- Google Meet
- Pipedrive
- MongoDB
- Lucidchart
- Google Workspace
- SAP BusinessObjects
- Zapier
- Google Analytics

WORK EXPERIENCE

Management and Program Analyst

ICF International

📅 2020 - current 📍 Washington, D.C.

- Handled the scheduling of overlapping projects using Microsoft Project, enhancing the on-time delivery rate by 26% for multi-faceted initiatives.
- Engineered a unique virtual team-building program through Google Meet, leading to a noticeable 32% decline in inter-team conflicts.
- Leveraged Pipedrive to analyze and forecast sales trends, contributing to a 17% rise in the accuracy of quarterly sales projections.
- Generated quarterly financial reports using SAP BusinessObjects to produce more accurate budget forecasting with a 9% variance reduction.

Program Analyst

CGI

📅 2017 - 2020 📍 Washington, D.C.

- Devised a Tableau-based risk assessment tool for CGI projects, finding potential delays and reducing project overruns by 31%.
- Integrated Lucidchart for detailed business continuity planning, which played a critical role in lowering downtime by 56% during system migrations and upgrades.
- Conducted competitive analysis for key business areas, gaining insights that helped achieve a 7% market share growth.
- Implemented custom event tracking in Google Analytics to monitor key user interactions, leading to a 43% boost in lead generation activities.

Junior Analyst

IBM

📅 2014 - 2017 📍 Washington, D.C.

- Modified MongoDB database health checks, resulting in a 28% improvement in early issue detection and resolution.
- Developed Google Workspace scripts to automate routine tasks, saving the team an estimated 227 hours annually.
- Created automated alerts and notifications for IBM's internal teams using Zapier, improving response times to client queries by 23 minutes.
- Analyzed market trends and presented them in a strategic report, influencing a niche product line's growth by 18% within six months.