

ISABELLE TODD

Senior IT Business Analyst

+1-293-665-1498 name@gmail.com linkedin.com/in/___NAME___ Las Vegas, NV



EXPERIENCE

Senior IT Business Analyst

Wolf Inc

2016 - Present Las Vegas, NV

Wolf Inc is a full service marketing and development agency.

- Saved \$25,000 by revising company IT networks documentation, resulting in increased workplace productivity and 23% fewer support tickets over 9 months
- Translating complex technical problems into business solutions
- Built a loyal customer base of 20+ customers by learning preferences and tailoring service to each customer
- Led a \$120,000 project to upgrade internal hardware and equip staff with skills to help company achieve quarterly goals
- Engaged in 40+ projects for upgrading IT business processes with cost savings of \$500K+

IT Project Manager

Ledner Group

06/2015 - 09/2017 San Francisco, CA

- Increased customer satisfaction on Agile-led projects by 28% in 4 months
- Saved the firm \$1 million through implementation of risk management solutions when a SAP implementation project stalled
- Managed a team of 25 off-shore and on-site developers across

LANGUAGES

English ●●●●● Russian Proficient ●●●●●

Spanish Advanced ●●●●●

EDUCATION

Master in IT Security Systems

Bologna Business School 2000 - Present Las Vegas, NV Score 100 / 110

Bachelors Degree - Information System

Faculdade de Informática e Administração Paulista - FIAP
1996 - 2000

INDUSTRY EXPERTISE

Final Cut Pro X



Indesign, Illustrator y Photoshop



Metodología SCRUM



SUMMARY

Senior IT business analyst with 10+ years experience who relishes solving, unique challenging problems. ISEB certified with strong proficiencies in Object-Oriented methods, SQL and data manipulation.

STRENGTHS



Problem-solving

Identified a technical solution global client that improved their I.T. process efficiency by 60%



Initiative

Won 30+ new clients through networking with current business



Communication skills

Constantly able to demystify IT jargon to non-tech savvy customers



Training & Development

Confident at training internal & external stakeholders on IT systems



Highly analytical

Able to develop an IT solution to any given problem and back it up with data

TRAINING / COURSES

LENS ACADEMY 2016

Programmatic Specialist Diploma (IAB)

Civica Scuola Paolo Grassi 1994-1996

Diploma Sup. Org. Spettacolo e Attività Culturali

Univ. Statale di Milano 1990-1994

Lettere e Filosofia

CERTIFICATION

Google Analytics Advanced

Google Academy

Certified Business Analyst Professional

SKILLS

SQL SAS Data Mining

Business Intelligence