

Jennesa patel

PROFILE

Female Dependable retail sales professional with experience in dynamic, high- performance environments. Skilled in processing transactions, handling cash, using registers and arranging merchandise. Maintains high-level customer satisfaction by smoothly resolving customer requests, needs and problems.

CONTACT

PHONE:
6479942477

ACTIVITIES AND INTERESTS

Surfing
Scuba diving
Snorkeling
Craft beer
Travel
Great food
Food pantry volunteer

WORK EXPERIENCE

1. Business Analyst - XYZ Corporation

January 2022 – December 2023

- Conducted detailed business requirements gathering through interviews and workshops with stakeholders, leading to the successful development of a new CRM system.
- Analyzed market trends and customer feedback, delivering insights that improved product offerings and resulted in a 15% increase in sales over six months.
- Developed user stories, use cases, and functional specifications that were essential for the design and implementation of software solutions.
- Collaborated with IT and development teams to ensure requirements were fully understood and met in the final product.
- Conducted post-implementation analysis to assess system performance and user satisfaction, driving further enhancements.

2. Junior Business Analyst - ABC Solutions

March 2021 – November 2022

- Supported senior analysts in gathering and documenting business requirements for various client projects, improving internal documentation accuracy by 25%.
- Assisted in creating reports and dashboards that allowed management to make data-driven decisions, enhancing operational efficiency by 10%.
- Facilitated communication between business units and technical teams, ensuring alignment on project goals and timelines.
- Contributed to the preparation of project scope documents and functional specifications for software development projects.
- Performed data validation and quality assurance testing, ensuring the accuracy and integrity of business-critical applications.

EDUCATION

Sheridan College (Current)

Jan 2022

Bachelor of Computer Science(Data-Analytics)

Vatsalya International School

June 2021

High School

KEY SKILLS AND CHARACTERISTICS

- Upselling Techniques and Cash Handling
- Teamwork and Collaboration

- Stockroom Upkeep
- Cash Handling
- Teamwork and Collaboration
- Stocking and Receiving
- Building Customer Relationships and Loyalty
- Exceeding Customer Expectations
- Meeting Sales Goals
- Strong Communication and Interpersonal Skills
- Available Nights, Weekends and Holidays