

David Adams

AEM Business Analyst

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Los Angeles, CA

[LinkedIn](#)

WORK EXPERIENCE

Riot Games - Senior Business Analyst

May 2020 - current

Los Angeles, CA

- Implemented AEM Forms, **increasing mobile customer feedback submissions by 44%**.
- Oversaw Salesforce integration with AEM, resulting in a 32% increase in sales team efficiency.
- Guided junior analysts to facilitate their professional growth and improve team productivity by 23%.
- Acted as liaison between business stakeholders and technical teams to promote effective communication.

The Honest Company - Business Analyst

May 2018 - April 2020

Los Angeles, CA

- Managed project workflow in Jira to achieve a **24% faster project delivery time**.
- Created Tableau reports visualizing customer response to new skincare line.
- Developed interactive dashboards in Tableau to inform stakeholder decision-making.
- Shared project documentation in Confluence to expedite onboarding for new team members by 17%.

CBRE Group, Inc. - Junior Business Analyst

April 2016 - April 2018

Los Angeles, CA

- Analyzed website metrics in Google Analytics to optimize performance, leading to a 23% traffic increase.
- Designed custom CSS styles to enhance the visual appeal of web pages, **reducing bounce rate by 38%**.
- Maintained WordPress website, which included updating plugins and running system backups, to ensure smooth functionality.
- Boosted engagement by 16% after implementing interactive features for a better user experience.

EDUCATION

University of Southern California (USC) - B.S., Business Administration

September 2012 - April 2016

Los Angeles, CA

SKILLS

AEM Forms; WordPress; Google Analytics; Salesforce; Jira; Confluence; Tableau; CSS