

CHRISTOPHER KEENAN

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Profile

Business Analyst versed in data mapping and user acceptance testing, as well as solving complex problems in high-pressure environments where proficiency and teamwork are required. Excels at cultivating, managing and leveraging client relationships. Effective communicator who is able to convey complex information in meaningful terms.

Education

BS: Business Administration, Frostburg State University, Frostburg, MD

Skills Summary

- Problem Identification / Resolution
- Integrated Reporting Information System (Iris)
- Project Management
- High Customer Service Standards
- Telecommunications Knowledge
- Business Process Improvement

Experience

Revenue Assurance Business Analyst

- Streamlined acquisition of reporting requirements and specifications to disseminate across multiple business lines and IT support teams
- Led cross-functional teams to analyze and understand the operational impacts and opportunities of technology changes
- Developed metrics used to determine inefficiencies and areas for improvement
- Tracked, analyzed and interpreted trends in revenue data
- Defined the scope and goal of new projects

Technical Support Representative

- Resolved customer complaints and concerns with strong verbal and negotiation skills
- Displayed courtesy and strong interpersonal skills with all customer interactions
- Trained new employees and explained protocols clearly and efficiently
- Provided thorough support and problem resolution for customers

Management Retail Food

- Scheduled and directed staff in daily work assignments to maximize productivity
- Continually monitored restaurant and took appropriate action to ensure food quality and service standards were consistently met
- Exhibited thorough knowledge of foods, beverages, supervisory duties, service techniques, and guest interactions
- Conducted daily pre-shift and weekly departmental meetings to ensure organizational efficiency.
- Minimized loss and misuse of equipment through proper restaurant supervision and staff training
- Assigned tasks and oversaw the direction of employees to ensure compliance with food safety procedures and quality control guidelines
- Optimized profits by controlling food, beverage and labor costs on a daily basis
- Developed and maintained a staff that provided hospitable, professional service while adhering to policies and business initiatives

Employment History

nTelos Wireless, Waynesboro, VA

Revenue Assurance Business Analyst, 10/2010-01/2015

nTelos Wireless, Waynesboro, VA

Technical Support Representative, 04/2007-10/2010

Wendy's, Waynesboro, VA

Assistant Manager, 12/2003-01/2007

Papa John's Pizza, High Point, NC

General Manager, 01/2000-01/2003