

ROBERT SMITH

Associate Business Analyst Intern

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Over 4 years of experience with Progressive Leadership in Sales, Marketing, Business Analysis, Service & IT Support. Recently graduated with a Master's in Business Administration & I'm eagerly seeking an opportunity as a Business Analyst.

CORE COMPETENCIES

Microsoft Office, Waterfall, Gap Analysis, Java, HTML, Windows, SQL, HP Quality Center, Agile.

PROFESSIONAL EXPERIENCE

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Flow-Cal, Inc. - April 2015 – 2019

Key Deliverables:

- Assisted the Product Manager on tasks related to the maintenance and support of the company's software products and assisted with software testing when needed.
- Created the SharePoint site used by the Product Management department for collaboration on projects and daily operations.
- Assisted other departments as a member of the company SharePoint team in creating a functional SharePoint site collection including a governance model and a style guide.
- Conducted research on various vendors for the acquisition of a new Requirements Management software tool.
- Included organizing demonstrations and collecting feedback from team members.
- Skills Used Organization skills to accurately catalog aspects of each vendor and feedback on those vendors.
- Knowledge of various Microsoft Office tools to create documents used to present data collected.

Business Analyst Intern

ABC Corporation - 2012 – 2015

Key Deliverables:

- Single View of Customer Project - Enterprise-wide project to provide the Customer Service department (corporate and retail) with a new application to help them access customer data more efficiently to provide a better level of service to the customer.
- This application is used on a tablet and a PC.
- Worked closely with another Business Analyst on the project team to refine requirements and create wireframes applicable to both the tablet and PC version of the application. Created the wireframes based on the requirements and went through an iterative.

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- The goal was to re-invent a current process that was in place to submit, evaluate, and track revenue generating or cost savings ideas across the enterprise.
- The solution was centered around an application where users can submit ideas, the appropriate areas can evaluate the ideas, and then the users can track their ideas.
- My primary role on the project was to design wireframes based on the desired data points as well as the functionality.
- This was presented to the Executive Leadership Team, and a version of this was implemented..

EDUCATION

Bachelor of Science in Management Information Systems - (University of Houston-Clear Lake - Houston, TX)

