

JAMES HARTFORD

Senior Business Analyst resume

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EXPERIENCE

Senior Business Analyst-Billing

Padberg

2016 - Ongoing Hartford,CT

Padberg is an insurance software provider

- Individually contributed over \$3.5M in sales in career at WorldAPP
- Designed and implemented a new cash advance fee system that is used for billing 8M+ customers
- Trained 100 client's employees in using a Contract Management System

Business Analyst / Project Manager

Dufour

2014 - 2016 Hartford,CT

Dufour is a food importer / exporter / manufacturer supplying over 3000 restaurants, bars and supermarkets

- Supervised product matching algorithm and business intelligence to boost revenue by 20% M-o-M
- Reduced the production time of a monthly report from 3 days to 4 hours through automation.

Business Analyst

Bouchard

2010 - 2014 Hartford,CT

Bouchard is a Tier 1 global investment bank and financial services firm with assets of \$2.4 trillion

- I have also transformed damaged relationship with 3rd party into very successful venture
- Added 2 new large clients in the last 12 months
- Created and maintained central pricing system for 5 large branding groups.

Junior Business Analyst

Lauzon

2008 - 2010 Hartford,CT

Lauzon is a technology solutions company.

- Outlined the data spec for Fusion, a new \$8.4m cyber system, working with Chief Security Office
- Part of Marketing 4.0 Knowledge Development Team who developed the latest marketing concept of MarkPlus, Inc
- Managed a team of up to 14 researchers & analysts simultaneously
- Led development process with total assets under management worth \$400M AUD
- Customer churn analysis projects, which helped the client reduce the churn by 20% yoy

EDUCATION

Graduate Certificate of Logistics and Supply Chain Management

University of South Australia

2000 - 2004 Hartford,CT

- Supply Chain Management (Distinction)
- Lean Six Sigma (High Distinction)
- Total Quality Management (Distinction)
- Supply Chain Modelling and Simulation (High Distinction)

ACHIEVEMENTS



Instigated self-knowledge

In 2017, self educated myself on supply chain for apparel industry within 6 weeks



Climbing

Climbed a fjord in Norway by myself, known as 'Preachers Chair'



Tested and made by me

Life goals, positive mental models and fitness. Give me 3 months of your time, and I will give you - 'the new you'

INDUSTRY EXPERTISE

Business Analysis

Agile/Scrum

Data Science