

BUSINESS ANALYST RESUME

3665 [REDACTED] TX 47587 • Richard [REDACTED] • [REDACTED]

SUMMARY

Technical Business Analyst with 7+ years of experience supporting e-commerce retailers through developing IT solutions. Possess a Degree in Business Admin and a Certification of Competency in Business Analysis. Track record of saving retailers over \$500k annually thanks to innovative solution strategies & sound Gap analysis techniques. Thrive in multicultural environments which has helped my employers grow in size and reputation globally.

PROFESSIONAL EXPERIENCE

- ◆ GIANT & CO., [REDACTED] MA September 2019 – Present
Business Analyst
 - Develop business architecture using requirements such as scope, processes, alternatives, and risks
 - Analyze clients' business requirements and processes through document analysis, interviews, workshops, and workflow analysis
 - Liaise between business and technical personnel to ensure a mutual understanding of processes and applications
 - Redesigned customer communication and fulfilment protocols, increasing customer satisfaction rates by 35% and saving the company \$500K+ annually due to reduction in refund requests
 - Conduct 5+ levels of testing including functional, regression, user acceptance, integration, and performance

- ◆ QUALITY SOLUTIONS Inc., [REDACTED] MA July 2014 – August 2019
Business Analyst
 - Engage client to gather software requirements/business rules, and ensure alignment with development teams
 - Facilitate monthly meetings with clients to document requirements and explore solutions
 - Completed in-depth analysis of business processes, boosting revenue by 15% in 2019
 - Evaluated risks related to requirements implementation, testing processes, project communications, and training, saving the company on average \$5,000+ annually
 - Translate stakeholder requirements into 10+ different tangible deliverables, such as functional specifications, user cases, user stories, workflow/process diagrams, and data flow/data model diagrams

EDUCATION

COWELL UNIVERSITY, [REDACTED] IL
Bachelor of Arts in Business Administration (concentration: finance)
Honors: cum laude (GPA: 3.8/4.0)

June 2014

SKILLS

- Familiar with Agile software development
- Expert knowledge of SQL and relational database management systems
- Skilled with Wrike and AtTask project management software
- Proficient in Microsoft Office (Word, Excel, Outlook, PowerPoint, [REDACTED])