GRACE COLEMAN

SAP Business Analyst

✉ g.coleman@email.com

📞 (123) 456-7890

📍 Alpharetta, GA

in [LinkedIn](#)

EDUCATION

Bachelor of Science
Computational Media

Georgia Institute of Technology

📅 2013 - 2017

📍 Atlanta, GA

SKILLS

- Microsoft Excel
- Microsoft Visio
- JIRA
- Axure RP
- R
- Smartsheet
- Salesforce
- KNIME
- SAP BusinessObjects
- SAP ERP

WORK EXPERIENCE

SAP Business Analyst

Randstad US

📅 2022 - current   📍 Alpharetta, GA

- Conducted data mining and analysis using KNIME, __identifying cross-selling opportunities that increased revenue by 11%, equating to a $32.1k annual increase__
- Harnessed SAP BusinessObjects for ad-hoc data querying and reporting, providing insights to support strategic initiatives and reducing reporting backlog by 24%
- Managed system integration projects with SAP ERP, ensuring seamless data flow between disparate systems and improving data accuracy by 87%
- Implemented JIRA for project tracking and issue resolution, slashing project completion time by14%, saving 18 hours per project

Business Analyst

SunTrust

📅 2020 - 2022   📍 Atlanta, GA

- Analyzed financial data using Microsoft Excel to identify trends and anomalies, __enabling proactive risk management strategies that helped reduce default loans by $630K__
- Created wireframes and prototypes in Axure RP to enhance user interfaces, boosting user experience and satisfaction and increasing customer retention rates by 17%
- Coordinated project timelines and tasks using Smartsheet, ensuring timely project delivery and adherence to budget constraints, saving an average of nine hours per project
- Developed custom reports in Salesforce to track sales performance metrics, enabling data-driven decision-making by management and increasing sales revenue by 14%

Junior Data Analyst

Equifax

📅 2017 - 2020   📍 Atlanta, GA

- Organized workflow tasks and project timelines using Microsoft Visio, ensuring timely completion of deliverables, __reducing project delays by two day__s
- Utilized R programming language to assess data integrity, implementing cleansing procedures enhancing accuracy by 16% and saving six hours weekly in validation
- Collaborated with senior analysts to develop data-driven insights and recommendations, boosting decision-making processes
- Supported the development of predictive models using statistical techniques, contributing to a 9% improvement in model accuracy