

BRANDON COX

Banking Business Analyst

✉ b.cox@email.com

☎ (123) 456-7890

📍 Riverwoods, IL

🌐 [LinkedIn](#)

WORK EXPERIENCE

Banking Business Analyst

Discover Financial Services

📅 2021 - current 📍 Riverwoods, IL

- Spearheaded the use of QlikView dashboards, increasing data analysis and reporting efficiency, saving an average of four hours per week for each team member
- Integrated Lucidchart diagrams into project documentation, enhancing stakeholder understanding and *cutting project completion time by two days on average*
- Capitalized on Oracle CRM analytics to analyze customer data and identify trends, increasing customer retention rates by 14% through targeted marketing campaigns
- Upgraded to Moody's RiskAuthority software, ensuring compliance with regulatory requirements, saving the company \$8K in fines

Loan Processor

Wintrust Financial Corporation

📅 2018 - 2021 📍 Rosemont, IL

- Led the integration of FactSet data into loan analysis reports, providing comprehensive insights to decision-makers, increasing loan portfolio profitability by \$1.6M
- Designed interactive dashboards in MicroStrategy to monitor key loan metrics, *decreasing loan processing error rates by 8%*
- Cataloged loan documentation in Wolters Kluwer OneSumX, ensuring regulatory compliance and reducing audit findings by 18%, saving eight hours monthly in preparation
- Processed loan applications using Zoho CRM, reducing turnaround time by six hours and increasing customer referrals by 11%

Bank Teller

Fifth Third Bank

📅 2016 - 2018 📍 Chicago, IL

- Developed training materials for new tellers, improving training effectiveness and reducing training time by one week per new hire
- Managed the cash vault and ATM replenishment process, *reducing cash discrepancies by 22%, saving \$5,082 in losses per month*
- Maintained customer account records in Excel, ensuring 100% compliance with banking regulations and saving seven hours per month in record-keeping tasks
- Implemented MATLAB algorithms for fraud detection, reducing fraudulent transactions by 26% within the banking system

EDUCATION

Bachelor of Arts

Economics

University of Chicago

📅 2012 - 2016

📍 Chicago, IL

SKILLS

- Excel
- Lucidchart
- FactSet
- Oracle CRM
- Moody's RiskAuthority
- QlikView
- MicroStrategy
- Zoho CRM
- MATLAB
- Wolters Kluwer OneSumX