Celia Fliess  
6850 Sissiboo Road  
Bear River NS B0S 1B0  
(searching for a job in the GTA)

November 26, 2020

Dear Hiring Manager,

I'm applying for the position of Business Analyst recently posted online.

I have a Bachelor of Commerce degree with a major in Management Information Systems and 8 years of experience as a business analyst.

Though I come from an Insurance background, I have transferable skills and experience with many of the responsibilities listed in the posting, namely: determining how and why clients and customers interact with various channels; seeking and implementing improvement opportunities; analyzing data, business, and functional requirements; collaborating with various teams to design and execute solutions; developing and validating business requirements; collecting a wide variety of data from multiple sources; participating and collaborating in the planning of projects, product enhancements, new releases and changes; and developing documentation.

In my last position with a large insurance agency, I worked with various departments including Sales, Marketing, New Business, Customer Service, Billing, Accounting, Commissions, and the Call Centre. My job was to extract, sanitize, consolidate, and analyze data from multiple sources to create regular and ad hoc reports, support management decision-making, and automate manual processes. I created apps to generate policy documents, detect errors and inconsistencies in data, calculate commissions, track sales, and measure performance.

Other qualifications relevant to this position include:

* exceptional analytical and problem-solving skills
* self-driven, with a strong work ethic and a commitment to meeting deadlines
* a helpful and patient outlook with a customer focus
* experience working with CRMs (mainly Salesforce)
* extensive experience building relationships with clients, management, and staff at all levels of an organization
* excellent writing ability and verbal communication skills
* thorough and accurate with a strong attention to detail

Thank you for your time and consideration. I would love the opportunity to discuss this position with you. Please feel free to call me at (902)376-2081 or to email me at cfliess@rogers.com should you have any questions or need further clarification on my experience.

Sincerely,

Celia Fliess