

**Name:** Sarah Johnson

**Contact:** (555) 123-4567 | New York, NY

**Summary:**

Results-driven Business Analyst with 3+ years of experience in gathering requirements, analyzing business processes, and driving data-informed decision-making to improve operational efficiency and project outcomes.

**Education:**

- Bachelor of Business Administration, Management Information Systems, NYU, 2021

**Skills:**

- Requirements Gathering & Documentation
- Business Process Modeling (BPMN)
- Data Analysis & Visualization
- Tools: JIRA, Confluence, Microsoft Excel, SQL, Tableau, Power BI
- Agile & Scrum Methodologies

**Experience:**

1. **Business Analyst, Deloitte** (Aug 2021 - Present)
  - Collaborate with stakeholders to gather and document detailed business requirements for software development projects
  - Analyze current processes, identify bottlenecks, and recommend process improvements
  - Create wireframes and user stories to support agile development teams
  - Lead user acceptance testing (UAT) to ensure product meets business needs

**Projects:**

- **Customer Onboarding Automation:** Analyzed and re-engineered onboarding process reducing time by 30%
- **Sales Dashboard Development:** Designed interactive dashboards to track key performance indicators (KPIs) and sales trends

**Certifications:**

- Certified Business Analysis Professional (CBAP)