Ava Lee
Business Analyst | Process Improvement & Project Management Expert

Professional Summary

Detail-oriented and results-driven Business Analyst with over 5 years of experience in business process improvement, requirements gathering, project management, and data analysis. Proven track record of optimizing business processes, enhancing efficiency, and driving organizational growth.

Core Competencies

- **Business Process Improvement**
- **Requirements Gathering & Documentation**
- **Project Management**
- **Data Analysis & Reporting**

Professional Experience

Business Analyst
JKL Corporation | 2020–Present

- Led the business process improvement initiative that resulted in a 15% reduction in process cycle time by identifying bottlenecks and recommending automation solutions.
- Collaborated with stakeholders to gather and document business requirements for the development of a new customer relationship management (CRM) system, enhancing user experience and increasing adoption by 30%.
- Managed project timelines, resources, and budgets, ensuring successful delivery of projects within scope and schedule.
- Conducted data analysis and created dashboards to track key performance indicators (KPIs), providing senior management with insights that improved decision-making.
- Worked closely with IT teams to ensure that solutions were developed and implemented according to business requirements, leading to a 95% satisfaction rate from business users.

Junior Business Analyst
 MNO Startups | 2018–2020

- Assisted in gathering and documenting business requirements for various projects, ensuring alignment with business objectives and client needs.
- Analyzed operational data to identify areas for process improvement and recommended strategies that improved efficiency by 10%.
- Supported the project management team in coordinating tasks, monitoring progress, and ensuring deadlines were met.
- Prepared detailed reports and presentations for stakeholders, effectively communicating findings and recommendations.
- Participated in cross-functional teams to implement Agile methodologies, contributing to an improvement in project delivery speed and team collaboration.

Education

Master of Business Administration (MBA)
 GHI University | 2018–2020

- Relevant coursework: Business Process Management, Data Analysis, Project Management, Strategic Decision Making
- Capstone Project: Developed a comprehensive business process improvement plan for a mid-sized retail company, leading to a 25% increase in operational efficiency.

Certifications

- Certified Business Analyst Professional (CBAP) – International Institute of Business Analysis, [Year of Certification]
- Agile Certification – [Issuing Organization], [Year of Certification]
- SQL for Data Analysis – [Issuing Organization], [Year of Certification] (Optional)

Languages

- English (Fluent)
- Mandarin (Conversational)