

ORLANDO CAMPA

Entry Level Business Analyst: Analyzing Data to Discover Business-Savvy Opportunities

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SUMMARY

Entry Level Business Analyst making profitable impact by assisting through the whole operational lifecycle - from documentation and analysis to strategizing and decision-making. Customer always comes first mindset to help portfolio clients take the most profitable decisions based on data. Team player, passionate about reaching targets and making a difference in the B2B space.

EXPERIENCE

Entry Level Business Analyst

Nader 2022 - Ongoing Portland, OR

Nader offers Decentralized Finance B2B solutions across the US.

- Helping compliance department with new customer onboarding by verifying that all relevant documents have been submitted for assessment
- Supporting the functions of 5 senior business analysts by gathering and organizing customer data in Excel
- Participated through the whole operational lifecycle: from planning and strategizing to setting KPIs and analyzing results to ensure profitability of the client investment

Sales Team Leader

Lessard 2020 - 2022 Murfreesboro, TN

Lessard is one of the largest distributors of digital content, delivering premium content internationally and in multiple formats.

- Helped a team of 12 sales professionals always surpass their company targets through the past three years
- Monitored up to 20 individual sales calls per day to assess performance and gather customer data in accordance with regulations and policies
- Wrote sales scripts to target specific niches, which enhanced the team's performance by 25%

Customer Support Representative

Rau-Ward 2018 - 2020 Murfreesboro, TN

Rau-Ward is a technology startup, specialized in at-home solutions.

- Answered 600+ customer queries by telephone to provide them with helpful information regarding new products
- Set up email list with greetings for loyal customers - thus building closer rapport and respecting individual traditions and special days
- Had shifts at the complaints department - listened carefully and patiently to all incoming calls (up to 35/day) and tried resolving the client problems

TRAINING / COURSES

Certified Customer
Experience Professional
Service Institute

Certified Client Service
Specialist
CSPN

Creative Writing
Udemy

SKILLS

Administration	Powerpoint
Business Objectives	Strategy
Statistics	Veracity
	Consistency

EDUCATION

Master of Science in Business

Oregon State University

2022 - Ongoing Portland, OR

BS in Media Management

Middle Tennessee State University

2018 - 2022 Murfreesboro, TN

STRENGTHS

Analytical Decision Making

Assisting portfolio clients with investment decisions by creating in-depth analysis of the risk and how it could be minimized.

Increased profit margins

Within the first six months of my role, assisted the business with data to take crucial decisions regarding portfolio clients. Business profit margins were increased by 45%.

Customer Communication

Have a strict policy when it comes to working with clients to always respect their individuality, needs and bring full attention to their queries. Focused on always helping them resolve their problems.

PASSIONS

Videography

As a media study graduate, video content stayed with me. In my free time, I like to create short-form video content from my travels abroad.

Ardent Reader

Have set out to read 365 books through the year - 75% of the task complete.

Creative Writing

Inspired my a course in creative writing, currently halfway through writing my very first detective novel.