

BUSINESS ANALYST RESUME

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SUMMARY

Technical Business Analyst with 7+ years of experience supporting e-commerce retailers through developing IT solutions. Possess a Degree in Business Admin and a Certification of Competency in Business Analysis. Track record of saving retailers over \$500k annually thanks to innovative solution strategies & sound Gap analysis techniques. Thrive in multicultural environments which has helped my employers grow in size and reputation globally.

PROFESSIONAL EXPERIENCE

GIANT & CO., Boston, MA
Business Analyst

September 2019 – Present

- Develop business architecture using requirements such as scope, processes, alternatives, and risks
- Analyze clients' business requirements and processes through document analysis, interviews, workshops, and workflow analysis
- Liaise between business and technical personnel to ensure a mutual understanding of processes and applications
- Redesigned customer communication and fulfilment protocols, increasing customer satisfaction rates by 35% and saving the company \$500K+ annually due to reduction in refund requests
- Conduct 5+ levels of testing including functional, regression, user acceptance, integration, and performance

QUALITY SOLUTIONS Inc., Boston, MA
Business Analyst

July 2014 – August 2019

- Engage client to gather software requirements/business rules, and ensure alignment with development teams
- Facilitate monthly meetings with clients to document requirements and explore solutions
- Completed in-depth analysis of business processes, boosting revenue by 15% in 2019
- Evaluated risks related to requirements implementation, testing processes, project communications, and training, saving the company on average \$5,000+ annually
- Translate stakeholder requirements into 10+ different tangible deliverables, such as functional specifications, user cases, user stories, workflow/process diagrams, and data flow/data model diagrams

EDUCATION

COWELL UNIVERSITY, Chicago, IL
Bachelor of Arts in Business Administration (concentration: finance)
Honors: *cum laude* (GPA: 3.8/4.0)

June 2014

SKILLS

- Familiar with Agile software development
- Expert knowledge of SQL and relational database management systems
- Skilled with Wrike and AtTask project management software
- Proficient in Microsoft Office (Word, Excel, Outlook, PowerPoint, Visio)