

BUSINESS CONSULTANT RESUME

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Resourceful Business Consultant with 8+ years of experience in analyzing business processes, implementing data-driven solutions, improving operational efficiency, and developing business cases. Proven track record in identifying markets, pinpointing opportunities, driving sales, optimizing profits, and generating revenue. Seeking to leverage my expertise to benefit your company.

PROFESSIONAL EXPERIENCE

POSTNET INTERNATIONAL

Denver, CO

Business Consultant

August 2017–Present

- Developed and introduced local multi-channel plans in B2B and B2C markets for 127 locations in new and existing markets, increasing regional sales volume by 32%
- Identify opportunities and implement individual sales and marketing plans for each location, growing client base by 25%
- Architected a predictive model, improving prospect targeting and reducing costs by 40%
- Partnered with project management team, IT, and call center leadership to deploy new telesales application to 1,500 telesales agents in 7+ call centers
- Implement performance management and customer analytic tools, driving operational processes and increasing customer retention rate by 22% to date

EIKEN ENTERPRISES LLC

Aurora, CO

Business Consultant

July 2014–August 2017

- Developed comprehensive business cases with cost, service, and benefit dimensions for proposed projects used at management levels for budgeting and scope decisions
- Met and surpassed revenue quota goal by 40% by successfully developing partner channel portfolio
- Expanded client base by managing existing accounts and onboarding new accounts, maintaining a retention rate of 90% and increasing sales by 20%
- Collaborated with sales and marketing consultants to achieve a 15% improvement in sales figures across 5 consulted e-commerce businesses
- Enhanced online reputation of 900+ businesses by integrating advanced functions into their websites and Facebook pages, such as promotions and real-time review posting

EDUCATION

SYRACUSE UNIVERSITY

Syracuse, NY

Master of Business Administration

June 2014

Honors: *summa cum laude* (GPA: 3.8/4.0)

ADDITIONAL SKILLS

- Proficient in MS Office (Word, Excel, PowerPoint) Outlook, MS Access, MS Project, MS Visio, Google Analytics, CRM, and SQL
- Fluent in Spanish