

Business Analyst II

ROBERT SMITH

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Objective

Business Analyst II with 14 plus years of experience developing and providing in-depth analysis of customer service offerings, energy efficiency programs, and performance metrics. Demonstrated strengths include: Performance management Project documentation Environmental valuation Technology integration Business requirements Business case/ROI Risk management Process re-engineering Data collection Statistical analysis Critical path mapping Visual presentation of data.

Skills

Excel, MS Project, PowerPoint, OneNote And Visio, Proficiency In Microsoft Office Suite Applications, MS Access, SharePoint, Site Creation And Management, CRM Systems

Work Experience

Business Analyst II

ABC Corporation - 2010 - Present

- Managed and supported a cross-organizational effort to install 30,000 charging station across SCE service territory through coordination between revenue services, meter services, and the customer contact center.
- Designed and implemented the framework to incentivize large commercial customers for purchasing EV charging stations and enrolling into a demand-billed rate.
- Facilitated a statewide effort to attain 1.5 million zero-emission vehicles on our roads by 2025.
- Provided cross-functional project support to three customer service operational groups in order to achieve maximum efficiency.
- Received individual recognition for exceeding project team expectations and delivering quality to the program and business.
- Implemented quality assurance controls to ensure compliance with a regulatory tariff, streamline account setup/enrollment into an EV rate, and reduce the overall cost of labor.
- Developing and integrating standardized tools and templates to streamline cross-functional project management and create visibility to critical project information.

Professional Aide - College Internship Program

ABC Corporation - 2005 - 2010

- Managed a SharePoint portfolio containing milestones and implementation dates for over 50 operational, mandated, and strategic projects.
- Designed and customized sharepoint sites to facilitate the organization and consolidation of project-specific material.
- Created and administered a document library containing standardized templates for six project phases.
- Automated an internal project intake process to improve portfolio management by creating a SharePoint request form which facilitated project tracking, prioritization, and resource capacity planning.
- Responsible for multi-year strategy, design, development, and implementation of an industry leading performance management tool which is used by senior leadership to support edisons customer service operations division serving a population of 14m.