

D'ARCY SHORT

BUSINESS ANALYST

City, State
000-000-0000
email@email.com

SUMMARY

- Work closely with the project team, including multiple stakeholders to ensure requirements are understood and deliverables are aligned with long-term business objectives.
- Work with business stakeholders to determine application roadmap.
- Manage development and documentation of requirements from multiple stakeholders using scenarios, use cases, and business workflow analyses.
- Collaborate directly with co-locating and remote development team members.
- Collaborate with the QA team to define test cases and assist with testing efforts.
- Manage acceptance testing by the end users to ensure appropriate standards are met and successful deployment validation is completed.

SKILLS

E-Commerce

Merchandising

Market Research

Solution Delivery

Competitive Analysis

Account Management

WORK EXPERIENCE

Alaska Airlines

2016-05 - Present

Business Analyst

- Merchandising strategy and product roadmap for the online and offline channel of sales.
- Delivering several ancillary revenues generating digital programs such as Neighbour Free Seats, Alaska Airlines Select upgrade to effectively utilize distress inventory, improve the guest experience process efficiencies.
- Supporting large system migration on cloud infrastructure for cost-benefit optimization.
- Implementing a new fully automated analytical platform for efficient capacity utilization using equity partner networks to avoid the spill.
- Engaging in developing and implementing a dynamic auction project to maximize revenue from distress inventory.

Accenture

2012-04 - 2016-04

Business Analyst

- Performed Gap Analysis on the extensively used Data Model utilized for various Life - Science products within the organization.
- Reduced organizational training/implementation costs by a considerable percentage of streamlining processes.
- Documented process flows and developed requirements for functional improvements and enhancements.
- Conducted activity-based analysis of business processes and made recommendations based on the findings.
- Boosted company efficiency and customer satisfaction by streamlining processes deemed inefficient.
- Determined opportunities to automate processes and functions.

Sabre Corporation

2008-08 - 2012-03

Account Manager

- Built 15 percent market share in four years.
- Involved in account management, monitored market share growth, new business identification, development, and retention strategy.
- Represented Sabre as their brand ambassador across various trade programs and business partners, including airlines, travel agents, TMCs.
- Introduced road shows for new product launch and the travel agency educational program.
- Actively involved in sales summit session to identify the commercial strategy for business development.
- Acted as Site Leader for branch operations and managed resource pool.

Delta Air Lines

2006-06 - 2008-07

Sales Officer

- Reservation and sales support of passages and cargo.
- Fare construction & proration.
- Business development and improvement.
- Institutional Sales.

EDUCATION

Yale University

2005 - 2007

Master of Science in Business Administration

Yale University

2002 - 2005

Bachelor of Science in Business Administration

INTERESTS

- Tennis
- Squash
- Badminton
- Listening to music