

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

Creative Writing
Udemy

Certified Client Service Specialist
CSPN