

KRISTIAN HYATT

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WORK EXPERIENCE

SENIOR SALES BUSINESS ANALYST

12/2016 - PRESENT

Boston, MA

- Participate in any ad hoc project/initiative as directed by management
- Awareness and focus on continuous improvement; seeks and is comfortable recommending change
- Strong business acumen and excellent interpersonal and communication skills
- Partner with the Sales, Operations, CRM, Quote to Cash (Q2C) global business owners to address process improvement and drive efficiency
- Take complete ownership of the business deliverables including any customizations and enhancements in the Sales CRM/CPQ areas. Reduce cycle time and improve through put and delivery of the IT development team
- Participate, influence and drive cross-functional projects that impact the Sales CRM/CPQ processes
- Drive continuous process improvements and operational efficiencies across Q2C, primarily in CRM and CPQ area. Also, drive Sales and Sales Operations initiatives in an effort to make the systems and processes more reliable, predictable and efficient

SALES BUSINESS ANALYST

07/2011 - 10/2016

San Francisco, CA

- Managing and coordination of the Regression and User acceptance testing with the users
- Collaborate with key business stakeholders, IT, external partners and third-party software vendors to implement effective and resilient solutions
- Able to juggle multiple projects & tasks and successfully prioritize and deliver results in the face of competing business interests
- Proactively refine upstream solutions to avoid downstream business or IT process and data issues
- Undertake post-implementation business support and troubleshoot and resolve systems issues working with the IT support team
- Nice to have third party software experience related to CRM and CPQ
- Self-starter who can work alone or sit as part of a larger project team

MARKETING & SALES BUSINESS ANALYST

04/2008 - 02/2011

Chicago, IL

- Consulting, collaborative, and diagnostic skills
- Customer focused & able to extract correct business requirement information
- Strong interpersonal skills (working with a range of business users)
- Solid planning experience. Ability and interest in actually adapting strategic planning methodologies to Cisco's cultural and organizational specificities
- Develop analysis of economic indicators in order to prepare forecasts and analyse the company's short, medium and long term position
- Subject Matter Expert (SME) on data sources utilized for reporting
- Gather and create Business Requirements for reporting requests
- Develop automated reports and dashboards from multiple data sources supporting executive and divisional reporting needs

EDUCATION

ARGOSY UNIVERSITY - SEATTLE CAMPUS

2004 - 2008

Bachelor's Degree in Business

PROFESSIONAL SKILLS

- Strong organisational and time management skills and flexibility, in order to prioritise and handle multiple tasks
- Strong Powerpoint, presentation, communication, and writing skills
- Excellent system skills including Excel & PowerPoint are required
- Excellent communication skills, with the ability to talk to and present to a range of audiences, sometimes acting as a translator between parties
- Strong Microsoft office skills (Power point, Excel, Outlook, etc.)
- Strong analytical skills – able to conduct data analysis independently and summarize results to meaningful findings for stakeholder requirements
- Task oriented and strong analytical skills