

# Steve Smith

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## SUMMARY

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- Seven years experience as a Business Analyst for a Fortune 500 corporation improving operational efficiency and reducing costs
- Ten years experience working for a retail store in numerous capacities, from cashier to supervisor
- Have supervised up to 16 employees at once and have trained dozens of subordinates
- Have earned numerous performance-based promotions as a result of hard-work and accuracy
- Highly proficient in Microsoft Office Suite, Visio, Project and Visual Basic 6.0 Hardware, Basic Computer Programming and numerous other software applications

## WORK EXPERIENCE

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Business Analyst II

04/99 - 04/05

**NAME OF NATIONAL CREDIT CARD COMPANY**, Anytown, ST

- Implemented numerous business optimization projects and reporting tools that improved efficiency, reduced expenses, labor costs, and maximized profit by automating outdated manual processes
- Database administrator for the productivity application used within Operations and supported the program in a help desk-like format
- Forecasted company's expense accounts and assisted in vendor contract renewals and invoicing
- Created slide presentations for quarterly business reviews for corporate-level management documenting business status, performance, and pending business initiatives
- Worked with production managers to design and implement tools and controls to achieve performance goals and compiled and presented chart presentations to them on a regular basis comparing performance and quality trends against set goals
- Member of team that moved payment processing operations from California to Arizona
- Helped upgrade network from Windows NT / Office 97 to Windows / Office XP
- Regularly trained cashiers on administrative procedures and equipment operation
- Promoted rapidly from mailroom clerk to mailroom supervisor, to payment processor and trainer and then to Business Analyst II

Electronics Technician, **GOODWILL INDUSTRIES**, Anytown, ST

08/97 - 12/98

- Diagnosed and repaired donated stereo equipment and video cassette recorders and prepared them for resale; completed custom computer upgrades for clients; and compiled weekly reports for management

Various Positions, **REGIONAL DEPARTMENT STORE**, Anytown, ST

08/96 - 05/97

- Learned many aspects of retail store operations working in various capacities as the result of promotions: (1) cashier; (2) sales person in home entertainment, appliances and hardware departments; (3) service desk clerk; (4) front end supervisor; (5) receiving and stocking; and (6) returns clerk
- Proficient in handling many routine administrative procedures such as layaways, returns, rain checks and returning damaged merchandise to vendors
- Routinely supervised up to 16 cashiers and trained numerous employees on department store procedures and equipment usage
- Increased fulfillment and reduced turnaround time by computerizing the rain check function
- Worked diligently to ensure that manufacturers received credit for defective merchandise and minimize losses