

DANA LOWELL

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Business Analyst | Banking Sector

Solving Complex Business Problems and Fueling Multimillion-Dollar Revenue Growth

Solutions-driven business analyst with experience leading cross-functional teams in the development, documentation and delivery of process innovations driving the attainment of business goals. Seek opportunities to transform company practices into fresh, cost-effective solutions leading to more efficient operations.

Skills:

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|-------------------------------------|-------------------------------|--------------------------------|
| • Requirements Gathering & Analysis | • Enterprise Implementations | • Risk Management |
| • User Acceptance Testing (UAT) | • KPI Dashboards & Scorecards | • BI, ERP & Big Data Platforms |
| • Project Management | • Data Mining & Analytics | • SAP/SAS Solutions |

Experience

ABC BANK (*Global financial services organization*) — Sometown, GA 2008 to Present

Business Analyst II / Business Analyst I, 2013 to Present
Data Analyst, 2011 to 2013

Credit Risk Analyst, 2010 to 2011
Quality Assurance (QA) Engineer, 2008 to 2010

Earned several promotions due to exemplary work performance. Currently oversee initiatives designed to advance continuous improvement, competitive advantage and profitable growth. Lead business process and workflow mapping/analysis using data capture and modeling technologies, methods and tools. Analyze business, user and technical requirements for proposed SAS, web-based and system solutions.

- Completed in-depth analyses for business-optimization projects, reporting tools, back-office programs and payment-processing apps. Measurable outcomes:

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|---------------------------------|------------------------------------|-------------------------------|
| — 9.2% revenue growth (2016) | — \$575K capital-expense reduction | — 97% account-retention rates |
| — Up to 45% in efficiency gains | — \$1.1M labor-cost savings | — 10% increase in referrals |
- Provided executives with analytics and decision-support tools used as the basis for reorganization, consolidation and relocation strategies.
- Partnered with developers to automate manual processes, saving time and money while decreasing errors. Credited as a primary driving force behind a 5% increase in margins this fiscal year.
- Collaborated with stakeholder groups across the organization to ensure business and technology alignment. Proposed solutions meeting defined specifications and needs.
- Performed quality assurance, system integration and user acceptance testing facilitating on-time, on-budget and acclaimed “go-live” of enterprise implementations for up to 12,000 global users.

Education