

# William Kaye

## Business Analyst

### Personal Info

#### Phone

+1-421-456-7878

#### E-mail

william.kaye@gmail.com

#### LinkedIn

linkedin.com/in/williamkaye

#### Twitter

twitter.com/williamk

### Skills

#### SQL



#### Requirement elicitation (JAD, BRD)



#### BRM/CRM (Salesforce)



#### Proficient in MS Office



#### Interpersonal skills



#### Communication



#### Time management



#### Collaboration



#### Organization



### Languages

#### Spanish



Advanced

#### German



Conversational

### Interests

Genchi Genbutsu philosophy

Running half-marathons

A motivated business analyst with 4+ years of experience. Eager to aid Arkham Technologies in solving industry problems, as well as crafting and executing strategic initiatives. In previous roles saved \$0.5 million by redesigning a client's data system, and identified a bottleneck generating 20% loss of revenue.

### Experience

2016 -

2017

#### Senior Business Analyst

*Xytras Media Inc.*

- Developed user stories and to-be process flows to support the design and development of Salesforce solutions for the clients.
- Worked collaboratively with team members to design solutions that met clients’ business requirements and fulfill user stories.
- Participated in key meetings with clients including requirement sessions, system demos, user acceptance testing, and end-user training.
- Configured Salesforce and other CRM products (including workflows, validation rules, and security controls).

#### Key achievements:

- Led a team assigned to a \$5M project that delivered an enterprise data warehouse.
- Saved \$0.5 million by redesigning a client's data system.

2014 -

2016

#### Junior Business Analyst

*LaBeouf & Wheaton*

- Supported the development of sales and operations strategy, setting priorities and executing operational plans.
- Engaged and worked with 3 aligned teams (sales, account management, and operations) to more effectively achieve data needs and analysis results.
- Managed 5 concurrent projects and drove them to completion with minimal guidance.
- Drove process improvement and managed all aspects of Salesforce CRM (incl. workflow, reporting, data integrity, and maintenance).

#### Key achievement:

- Developed and maintained sales analytics reports and dashboards to provide actionable insights that support data-driven decision-making for the sales and executive leadership teams. Identified a bottleneck generating 20% loss of revenue.

### Education

2008

#### BA, Business Economics, University of California, Los Angeles UCLA

GPA: 3.9

#### Relevant coursework:

- Economics 106
- Management 180
- English Composition 131B

### Certificates

Business Analytics Certificate—Stanford University

Level 3 Certified Business Analysis Professional (CBAP)