

BUSINESS ANALYST RESUME

Business analyst with 7+ years of experience supporting e-commerce retailers through developing IT solutions. Notable achievements include saving retailers \$500K annually, and increasing revenue by 15% in 2019. Possess a B.A. in Business Administration and Certification of Competency in Business Analysis.

PROFESSIONAL EXPERIENCE

September 2019 – Present

GIANT & CO., Boston, MA
Business Analyst

- Develop business architecture using requirements such as scope, processes, alternatives, and risks
- Analyze client's business requirements and processes through document analysis, interviews, workshops, and workflow analysis
- Conduct 5+ levels of testing including functional, regression, user acceptance, integration and performance to verify the client's needs are met
- Liaise between business and technical personnel to ensure a mutual understanding of processes and applications
- Redesigned customer communication and fulfilment protocols, increasing customer satisfaction rates by 35% and saving the company 500K+ annually due to reduction in refund requests

July 2014 – August 2019

QUALITY SOLUTIONS Inc., Boston, MA
Business Analyst

- Engage client to gather software requirements/business rules, and ensure alignment with development teams
- Translate stakeholder requirements into over 10 different tangible deliverables such as functional specifications, user cases, user stories, workflow/process diagrams, data flow/data model diagrams
- Evaluate risks related to requirements implementation, testing processes, project communications, and training saving the company on average \$5,000+ annually
- Facilitate monthly meetings with clients to document requirements and explore solutions
- Completed in-depth analysis of business processes, boosting revenue by 15% in 2019

EDUCATION

June 2014

COWELL UNIVERSITY, Chicago, IL
Bachelor of Arts in Business Administration
(concentration: finance)
Honors: cum laude (GPA: 3.8/4.0)

SKILLS

- Proficient in Microsoft Office (Word, Excel, Outlook, PowerPoint, Visio)
- Expert knowledge of SQL and relational database management systems
- Familiar with Agile software development
- Skilled with Wrike and AtTask project management software

3665 Margaret Street, Houston, TX 47587 • RichardWilliams@gmail.com • (770) 625-9669