

BUSINESS ANALYST GLOBAL STRATEGY AND CAPABILITIES CONTRACTOR

Summary

Master of Science in Business Analytics graduate with 2+ years research, analytics and international work experience. Interested in a global career in Financial Services/Banking. U.S. Citizen

Highlights

Domains: Banking (Credit Cards, Small Business Services, Global Merchant Services, CRM), Fleet Management (Vehicle Component Failure, Prediction Analysis, SAP Technology), Research (U.S. Labor Market, O*NET Job Analysis, Industry Classification, Higher Education, Corporate Tax) NGO (Cultural Diplomacy, International Relations, Economic Development, Management) Tools: SPSS, SAS, R, Microsoft Office, SQL, Tableau, QlikView, VBA, SAP HANA Studio, SAP Predictive Analysis, SAP Lumira, SAP Business Objects, MATLAB, Salesforce, Java, Qualtrics, Hadoop Statistical Techniques: Linear Regression, Decision Tree, Logistic Regression and Survival Analysis

Experience

Business Analyst Global Strategy and Capabilities Contractor

February 2015 to Current Saddle Creek Logistics Services 1/4 Charlotte , NC

- Analyze internal and external merchant coverage, transaction and spend data using quantitative analysis for all regions and create documents, which articulate, quantify and improve AXP value and increase rate of new business capture.
- Build and validate models for lead scrubbing to improve lead scrubbing and qualification process.
- Build and maintain global view of merchant network and acquiring merchant coverage through research analysis and business process models.
- Provide thought leadership and assist in developing strategies for merchant expansions, satisfaction and new business coverage.
- Increased potential global small business coverage by 70% since April 2015.
- Create end-to-end Business Process using RAMP Capabilities for Merchant Re-Engagement Leads.
- Increased accuracy of processing and qualifying re-engagement leads.
- Assist in building relationships and contributing to on going partnerships with CLMs and MBDs to assist in goal development and encourage business decisions through Salesforce and data analysis.
- Contribute to ongoing development of infrastructure to identify best practices and strategic implementation of internal business processes.
- Improved business process and efficiency by reducing time by 40%.
- Previously worked in the Risk and Information Management - Big Data Development to analyze small business data from external sources in order to create matching algorithms and created new database for Small Business Ecosystem in Hadoop.
- Increased business efficiency and reduced time by finishing project in less than 3 months.

Business Intelligence Analyst

June 2014 to December 2014 Fannie Mae Corp 1/4 Washington , DC

- Created SQL Query in SAP Hana to create large and complex quantitative datasets for analysis.
- Built statistical models such as prediction models to analyze vehicle component failure and to support business decisions in fleet management.
- Represented prediction results using Business Intelligence dashboards.
- Translated documents from English to German for business needs and to improve business processes.

Economics Research Associate

June 2012 to June 2013 City Of Colorado Springs 1/4 Colorado Springs , CO

- Provided support to senior staff by accessing and analyzing economic, labor market, and related social and demographic data from a wide variety of federal, state and other third party data sources.
- Compiled and assessed information by using data from the Bureau of Labor Statistics to find trends in growth and employment.
- Examined and extracted data from Senior Exit Survey, by using SPSS, in order to find college labor market trends.
- Designed and updated survey in order to increase student response rate.
- Analyzed trends in youth employment by utilizing data from O*Net, in order to co-author the paper "Building Blocks of Labor Market Success: Evidence from O*NET Job Analysis." Institute for Cultural Diplomacy Berlin, Germany.

Program Coordinator

February 2011 to May 2011

- Coordinated special events for the Berlin International Economic Congress by reaching out to relevant stakeholders, contacting appropriate speakers and institutions.
- Conducted research to draft conference agendas and themes by working in multicultural teams to set up, organize and create timeline for speakers for three international conferences.

Education

M.S : Business Analytics , December 2014 Drexel University, Lebow College of Business 1/4 City , State Business Analytics

B.S : Economics , June 2012 GPA: GPA: 3.7 Economics GPA: 3.7 Study Abroad, Berlin School of Economics and Law Berlin, Germany

Hadoop Certification (2015) ~ Lean Six Sigma Yellow Belt (2014) ~ SPSS Certification : 2013 GPA: Omicron Delta Epsilon (International Honor Society in Economics 2012) ~ Beta Gamma Sigma (Honor Society for Business Programs 2012) ~ Pennoni Honors College (2009-2012) Omicron Delta Epsilon (International Honor Society in Economics 2012) ~ Beta Gamma Sigma (Honor Society for Business Programs 2012) ~ Pennoni Honors College (2009-2012)

Languages

German (Fluent), Serbo-Croatian (Proficient)

Skills

articulate, Banking, Big Data, Business Intelligence, Business Objects, Business Process, business processes, conferences, Credit, CRM, data analysis, database, Economics, English, special events, German, Java, Job Analysis, leadership, Law, market trends, Market, MATLAB, Microsoft Office, network, quantitative analysis, Research, SAP, SAS, Six Sigma, SPSS, SQL, Statistics, strategic, Tableau, Tax, view, VBA, author