

Rami Shoula

Business Analyst

👤 Profile

Experienced and passionate business analyst with over eight years of experience evaluating and improving business systems for well known organizations. Dedicated team leader with the ability to effectively manage and achieve project goals, leveraging my complex understanding of systems engineering concepts. Proven track record of effectively researching and analyzing business processes, and procedures and designing and implementing business solutions.

💼 Employment History

Business Analyst at Columbia University, New York

October 2017 — August 2021

- Managed 10-person team of business process consultants.
- Redesigned and implemented user documentation for system training within the university.
- Lead process-improvement focus groups as part of the university initiative to achieve functional design within its user systems.
- Guided efforts to improve technology systems in a real and cost effective way.
- Worked tirelessly to improve the university's overall performance by assessing billing, workflow, and customer relationship management and productivity.

Business Analyst at Citigroup, Dallas

September 2014 — September 2017

- Lead and conducted in-depth analysis of business performance versus business goals.
- Managed the reporting of business intelligence efforts and all relations to Citi Private Bank's Global Managed Investments (GMI) group.
- Oversaw design, regulation, and daily management of principal projects.
- Managed and supported business risk and worked to develop and implement strategic solutions.
- Reported all necessary information to the Chief Operating Officer for Citi Private Bank's Global Managed Investments (GMI) group, and worked closely with her to achieve and maintain goals.

🎓 Education

Master of Business Administration , Fairfield University, Fairfield

August 2013 — August 2015

- Graduated *summa cum laude*
- President of the Business for a Better Tomorrow Society

Bachelor of Finance, Villanova University, Villanova

August 2009 — May 2013

Details

romioshoula@gmail.com

Skills

Management

Communication

Strategic Planning

Leadership

Self Starter

- President of the Business and Leadership Society
- Vice President of Business Without Borders
- Graduated *magna cum laude*

📌 References

References available upon request