Business Analysis, Business Improvement, Business Requirement, Data Analysis, Data Management, Data Reporting, Facilitate, Innovation, Key Performance Indicator, Lean Six Sigma, Maple, Operational Efficiency, Process Improvement, Project Delivery Method, Project Management, Regulatory Compliance, Regulatory Standards, Risk Management, Stakeholder Management

**Olivia Davis**

**Contact Information:**

* **Address:** 78 Maple Lane, Manchester, M4 3HD, England
* **Email:** olivia.davis@email.com
* **Phone:** +44 7123 123987
* **LinkedIn:** linkedin.com/in/oliviadavis

**Professional Summary:**

Innovative and analytical Business Analyst with 7 years of experience in the banking sector. Adept at leveraging data analysis and process improvement methodologies to drive business efficiencies. Known for excellent problem-solving skills and the ability to deliver projects that align with strategic business goals.

**Education:**

**University of Manchester (Russell Group)**

* MSc Business Analytics and Consulting, Merit
* Graduated: 2015

**University of Birmingham (Russell Group)**

* BSc Finance and Accounting, First Class Honours
* Graduated: 2013

**Professional Experience:**

**HSBC Bank**

**Business Analyst**  
*Manchester, UK*  
*2019 - Present*

At HSBC, Olivia has been leading business analysis efforts for strategic projects, conducting data analysis to provide insights for strategic decision-making, developing and documenting business requirements and process maps, and facilitating stakeholder workshops to gather requirements and provide project updates. She ensures compliance with regulatory standards and internal policies. Olivia successfully led the implementation of a new risk management system and improved reporting processes, reducing manual efforts by 30%.

**Lloyds Banking Group**

**Junior Business Analyst**  
*Manchester, UK*  
*2016 - 2019*

In her role at Lloyds Banking Group, Olivia conducted data analysis to identify trends and insights for business improvement, gathered and documented business requirements for new projects, developed business cases and project proposals, and provided training and support to users on new systems and processes. She led a project to enhance data reporting capabilities and identified key performance indicators that improved operational efficiency.

**Internship: NatWest Group**

**Data Analyst Intern**  
*Manchester, UK*  
*Summer 2015*

During her internship at NatWest Group, Olivia assisted in analyzing large datasets to identify trends and insights, supported the development of data models and reporting tools, and conducted market research to support business development initiatives. She developed a new reporting tool that improved data accessibility for business users and identified key market trends that informed the development of a new product line.

**Skills:**

* Data Analysis
* Business Requirements Gathering
* Process Improvement
* Project Management
* Stakeholder Management
* Regulatory Compliance

**Certifications:**

* Certified Business Analysis Professional (CBAP)
* Lean Six Sigma Green Belt
* Certified Data Management Professional (CDMP)