Business Analysis, Business Requirement, Collaboration, Communication, Customer Relationship Management, Customer Retention, Data Analysis, Data Modeling, Data Reporting, Development and Implementation, Ensuring Compliance, Proactive, Regulatory Compliance, Regulatory Requirements, Regulatory Standards, Report Generation, System Implementation

**Sarah Brown**

**Contact Information:**

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**Professional Summary:**

Proactive and detail-oriented Business Analyst with 7 years of experience in the banking sector. Adept at leveraging data analysis to drive business improvements and ensure compliance with regulatory standards. Known for strong problem-solving skills and the ability to translate business requirements into technical solutions.

**Education:**

**University of Manchester (Russell Group)**

* MSc Business Analytics, Merit
* Graduated: 2017

**University of Liverpool (Russell Group)**

* BSc Economics, Upper Second Class Honours
* Graduated: 2015

**Professional Experience:**

**HSBC Bank**

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

At HSBC, Sarah has been instrumental in collaborating with stakeholders to gather and document business requirements. Her role involves conducting data analysis to identify trends and insights for business improvements, developing and implementing data models to support decision-making, and ensuring compliance with regulatory requirements through regular audits and assessments. She also provides training and support to users on new systems and processes. Sarah led a project that streamlined data reporting processes, reducing report generation time by 30%, and identified key trends in customer data that led to the development of a new customer retention strategy.

**Lloyds Banking Group**

**Junior Business Analyst**  
*Manchester, UK*  
*2017 - 2019*

In her role at Lloyds Banking Group, Sarah assisted in gathering and documenting business requirements from various departments. She conducted data analysis to support business cases and project proposals, supported the development and implementation of new systems and processes, and provided user training and support for new systems and tools. Sarah played a key role in the successful implementation of a new CRM system and improved data accuracy by developing a new data validation process.

**Internship: NatWest Group**

**Data Analyst Intern**  
*Manchester, UK*  
*Summer 2016*

During her internship at NatWest Group, Sarah assisted in analyzing large datasets to identify trends and insights. She supported the development of data models and reporting tools and conducted market research to support business development initiatives. Sarah 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
* Data Modeling
* Regulatory Compliance
* System Implementation
* Communication

**Certifications:**

* Certified Business Analysis Professional (CBAP)
* Advanced Certificate in Data Analytics
* PRINCE2 Foundation and Practitioner