Best Practice, Business Analysis, Business Requirement, Communication, Customer Relationship Management, Customer Retention, Data Analysis, Data Modeling, Data Reporting, Development and Implementation, Ensuring Compliance, Knowledgeable, Provide Training, Regulatory Compliance, Regulatory Requirements, Regulatory Standards, Report Generation, System Implementation, Written and Verbal Communication

**Emily Harris**

**Contact Information:**

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**Professional Summary:**

Analytical and detail-oriented Business Analyst with 6 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, First Class Honours
* Graduated: 2015

**Professional Experience:**

**HSBC Bank**

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

* Collaborate with stakeholders to gather and document business requirements.
* Conduct data analysis to identify trends and insights for business improvements.
* Develop and implement data models to support business decision-making.
* Ensure compliance with regulatory requirements through regular audits and assessments.
* Provide training and support to users on new systems and processes.

**Key Achievements:**

* Successfully led a project to streamline data reporting processes, reducing report generation time by 30%.
* Identified key trends in customer data that led to the development of a new customer retention strategy.

**Barclays Bank**

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

* Assisted in gathering and documenting business requirements from various departments.
* Conducted data analysis to support business cases and project proposals.
* Supported the development and implementation of new systems and processes.
* Provided user training and support for new systems and tools.

**Key Achievements:**

* Played a key role in the successful implementation of a new CRM system.
* Improved data accuracy by developing a new data validation process.

**Internship: Lloyds Banking Group**

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

* Assisted in analyzing large datasets to identify trends and insights.
* Supported the development of data models and reporting tools.
* Conducted market research to support business development initiatives.

**Key Achievements:**

* Developed a new reporting tool that improved data accessibility for business users.
* Identified key market trends that informed the development of a new product line.

**Skills:**

* **Data Analysis:** Proficient in analyzing large datasets to identify trends and insights.
* **Business Requirements Gathering:** Experienced in gathering and documenting business requirements from stakeholders.
* **Data Modeling:** Skilled in developing and implementing data models to support business decision-making.
* **Regulatory Compliance:** Knowledgeable about regulatory requirements and best practices in the banking sector.
* **System Implementation:** Experienced in supporting the development and implementation of new systems and processes.
* **Communication:** Excellent verbal and written communication skills, with the ability to present complex information clearly.

**Certifications:**

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