Michael Park

michael@park.com

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(312) 946-1918

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linkedin.com/in/michael-park

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@michael.park

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github.com/michaelpark

Business Analyst

Results-oriented Business Analyst with 4 years of experience in identifying and implementing process improvements, resulting in a 10% reduction in project delivery time. Skilled in developing and executing comprehensive testing plans, resulting in a 95% success rate and a 10% increase in revenue. Proven track record in managing projects to implement new systems, resulting in significant cost savings and increased customer satisfaction.

WORK EXPERIENCE

Business Analyst

03/2022 – Present

DataWise Solutions

- Developed and implemented a new data analysis tool that increased efficiency by 25% and reduced errors by 15%.

- Collaborated with cross-functional teams to identify and implement process improvements, resulting in a 10% reduction in project delivery time.

- Managed a project to implement a new CRM system, resulting in a 20% increase in sales and a 15% increase in customer satisfaction.

Project Manager.

03/2020 – 03/2022

Innovatech Solutions.

- Developed and executed a comprehensive testing plan for a new product launch, resulting in a 95% success rate and a 10% increase in revenue.

- Collaborated with stakeholders to identify and prioritize business needs, resulting in a 20% increase in team efficiency and a 15% reduction in project costs.

- Managed a project to implement a new inventory management system, resulting in a 30% reduction in inventory costs and a 20% increase in order fulfillment speed.

Data Analyst

03/2019 – 03/2020

Apex Analytics Inc.

- Developed and implemented a new reporting system, resulting in a 25% increase in data accuracy and a 15% reduction in reporting time.

- Collaborated with cross-functional teams to identify and implement process improvements, resulting in a 10% reduction in project delivery time.

- Managed a project to implement a new CRM system, resulting in a 20% increase in sales and a 15% increase in customer satisfaction.

SKILLS & COMPETENCIES

- Data analysis

- Process improvement

- Project management

- CRM implementation

- Cross-functional collaboration

- Stakeholder engagement

- Business requirements analysis

- Testing and quality assurance

- Inventory management

- Reporting and data visualization

- Time management

- Problem-solving

- Communication and presentation

- Team leadership

- Change management

- Risk assessment and mitigation

- Agile methodologies

- SQL and database management

- Microsoft Office Suite (Excel, PowerPoint, Word)

- Data modeling and forecasting

COURSES / CERTIFICATIONS

Certified Business Analysis Professional (CBAP)

04/2023

International Institute of Business Analysis (IIBA)

Professional in Business Analysis (PMI-PBA)

04/2022

Project Management Institute (PMI)

Agile Analysis Certification (AAC)

04/2021

International Institute of Business Analysis (IIBA)

Education

Bachelor of Science in Business Analytics

2016 - 2020

Massachusetts Institute of Technology

Cambridge, MA

Business Analytics

Information Systems