**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