## **Resume 10: Business Analyst (Senior Level)**

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**EXECUTIVE SUMMARY** Senior Business Analyst with 8+ years of experience driving digital transformation initiatives and process optimization across healthcare, finance, and technology sectors. Expert in requirements gathering, stakeholder management, and translating business needs into technical solutions.

**PROFESSIONAL COMPETENCIES** Business Process Analysis & Improvement | Requirements Gathering & Documentation Stakeholder Management | Project Management | Change Management Data Analysis & Reporting | Process Mapping | Gap Analysis Agile/Scrum Methodologies | User Acceptance Testing | Training & Support

**TECHNICAL TOOLS** Microsoft Office Suite (Advanced Excel, PowerPoint, Visio) Project Management: Jira, Trello, Microsoft Project, Asana Documentation: Confluence, SharePoint, Lucidchart Analytics: Tableau, Power BI, Google Analytics, SQL CRM Systems: Salesforce, HubSpot, Dynamics 365

**CAREER PROGRESSION**

**Senior Business Analyst** | HealthTech Innovations | February 2018 - Present ➤ Lead business analysis for electronic health record (EHR) system implementation serving 50+ hospitals ➤ Managed requirements gathering sessions with 200+ healthcare professionals ➤ Developed business process models reducing patient wait times by 25% ➤ Coordinated UAT activities with clinical staff ensuring 99% system adoption ➤ Created training materials and conducted workshops for 1,000+ end users

**Business Analyst** | Financial Services Group | August 2015 - January 2018 ➤ Analyzed loan processing workflows identifying $2M in annual cost savings opportunities ➤ Collaborated with IT teams on digital banking platform enhancements ➤ Facilitated requirements workshops with business stakeholders and technical teams ➤ Managed vendor relationships for third-party software implementations ➤ Supported regulatory compliance initiatives (SOX, PCI-DSS)

**Junior Business Analyst** | Technology Consulting Firm | May 2014 - July 2015 ➤ Supported senior analysts on client engagements across multiple industries ➤ Conducted data analysis and created executive dashboards ➤ Documented current state processes and proposed future state improvements ➤ Participated in client meetings and requirements gathering sessions

**EDUCATION** Master of Business Administration (MBA) | Emory University | 2014 Concentration: Information Systems Management Bachelor of Science in Business Administration | Georgia State University | 2012 Major: Management Information Systems

**PROFESSIONAL CERTIFICATIONS** Certified Business Analysis Professional (CBAP) - IIBA (2019) Project Management Professional (PMP) - PMI (2017) Agile Analysis Certification (AAC) - IIBA (2018) Salesforce Certified Administrator (2020)

**KEY ACHIEVEMENTS**

* Led digital transformation project resulting in 40% improvement in operational efficiency
* Recipient of "Analyst of the Year" award at HealthTech Innovations (2020, 2022)
* Published article on healthcare analytics in Industry Journal (2021)
* Mentored 15+ junior analysts and business professionals