1. Collected, arranged and input information into database system.
2. Developed and updated tracking spreadsheets using [Program].
3. Designed plans to improve operations and suggested changes to systems for overall organization.
4. Evaluated performance and policies against metrics.
5. Used [Software] to model data and forecast trends.
6. Assigned tasks to associates, staffed projects and updated all involved parties to enhance optimal business flow.
7. Synthesized current business intelligence data to produce reports and polished presentations, highlighting findings and recommending changes.
8. Drafted quarterly and yearly reports on company financial metrics to assess successes and account for deficiencies.
9. Conducted interviews with key business users to collect information on business processes and user requirements.
10. Reviewed files, records and other documents to obtain business information and key data informing responses to development requests.
11. Worked with engineers and technical staff to recommend hardware and software adjustments and resolve design flaws.
12. Teamed with [Job title] to launch customized client support campaigns.
13. Mapped process activities to identify shortfalls and propose options to rectify operational inefficiencies.
14. Scanned [System] for frequent technical issues, employing troubleshooting techniques for resolution.
15. Investigated and resolved alerts, conducted queries and culled records to assist with maintenance and problem resolution.
16. Assessed and modified operational procedures and tools to achieve optimum quality control.
17. Supported [Job title] and associated team members to maintain [System] functionality.
18. Assisted data aggregation, billing and transactions for data and account aggregation.
19. Met SLAs and internal and external regulatory standards by conducting scheduled procedural and tool audits.
20. Analyzed and resolved alerts, conducted queries and culled records to assist with maintenance and problem resolution.