1. Collaborated with [Type] and [Type] departments to respond to questions and concerns regarding project details.
2. Established online configuration knowledge base to support functionality by developing robust system application overview.
3. Assessed impact of current [Type] business processes on users and stakeholders and evaluated potential areas for improvement.
4. Created and improved intelligence resources to facilitate consistent [Result].
5. Applied honed problem-solving skills to analyze and resolve issues impacting business operations and goal achievement.
6. Diminished process gaps and encouraged optimal productivity by closely supervising workflow of claims analysts and mail clerks.
7. Led cross-functional teams to analyze and understand enterprise-wide operational impacts and opportunities of technology changes.
8. Evaluated [Type] and [Type] trends to understand competitive environments and assess current strategies.
9. Built library of models and reusable knowledge-base assets to produce consistent and streamlined business intelligence results.
10. Reviewed files, records and other documents to obtain business information and key data informing responses to development requests.
11. Increased annual revenue by [Number]% by recommending improvements in [Type] efficiency.
12. Devised [Type] automated scripts used by developers in managing [Type] systems to improve performance.
13. Worked closely with all product development departments to create and maintain marketing materials for sales presentations and client meetings.
14. Provided [Type] operational support for high-volume financial institution in fast-paced 24-hour work environment.
15. Developed [Type] metrics derived from raw company data to track improvements in organizational efficiency.
16. Mapped current business and operational processes and recommended areas for improvement.
17. Derived conceptual designs from business objectives to deliver software and applications according to specifications for usability, performance and functionality.
18. Developed wireframes, site maps and content inventories for new website designs.
19. Optimized system and platform performance capabilities in most efficient, practical way possible.
20. Increased credibility and client awareness by developing technical/non-technical marketing collateral and presentations, public relations campaigns, articles and newsletters.