1. Reviewed files, records and other documents to obtain business information and key data informing responses to development requests.
2. Assigned tasks to associates, staffed projects and updated all involved parties to enhance optimal business flow.
3. Synthesized current business intelligence data to produce reports and polished presentations, highlighting findings and recommending changes.
4. Drafted quarterly and yearly reports on company financial metrics to assess successes and account for deficiencies.
5. Conducted interviews with key business users to collect information on business processes and user requirements.
6. Researched competitors to build report of rising trends in [Type] markets.
7. Surveyed clients to ascertain requirements and expectations for [Type] product and [Type] service.
8. Mapped process activities to identify shortfalls and propose options to rectify operational inefficiencies.
9. Created detailed [Type] reports from [Type] research for review by development team.
10. Worked one-on-one with clients to improve [Type] specifications.
11. Led cross-functional teams to analyze and understand enterprise-wide operational impacts and opportunities of technology changes.
12. Assisted [Type] departments and [Type] staff to improve client satisfaction.
13. Exercised critical thinking to resolve [Type] error in [Type] reports.
14. Assisted in planning of [Type] and [Type] software and system testing efforts.
15. Diminished process gaps and encouraged optimal productivity by closely supervising workflow of claims analysts and mail clerks.
16. Mapped current business and operational processes and recommended areas for improvement.
17. Overhauled operational workflow to launch [Product or Service] into new processing platform.
18. Assessed impact of current [Type] business processes on users and stakeholders and evaluated potential areas for improvement.
19. Developed [Type] metrics derived from raw company data to track improvements in organizational efficiency.
20. Evaluated consistency and importance of different business intelligence data against needs to determine optimal courses of action.