# RESUME

Michael Smith

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## Professional Summary

Detail-oriented and highly analytical professional with extensive experience in business analysis, process improvement, and technology implementation. Proven ability to drive efficiency and optimize workflows through data-driven strategies. Strong leadership, problem-solving, and communication skills.

## Education

Master of Science in Information Systems

Massachusetts Institute of Technology (MIT), Cambridge, MA

Graduated: 2022

Bachelor of Science in Data Science

University of California, Berkeley, CA

Graduated: 2020

## Work Experience

Business Analyst

DEF Solutions, San Francisco, CA

February 2023 – Present

- Conducted comprehensive business analysis to enhance operational efficiency by 20%.

- Developed KPIs and metrics to monitor and improve performance.

- Technology Consultant

- GHI Innovations, Seattle, WA

- July 2020 – January 2023

- Assisted clients in integrating technology solutions to streamline business processes.

- Designed and maintained data dashboards for real-time decision-making.

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## Skills

Business Analysis & Strategy

Data Science & Analytics

Workflow Automation

SQL, Python, Tableau

Strong Communication & Leadership

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## Certifications

Certified Business Analysis Professional (CBAP)

AWS Certified Data Analytics – Specialty

Lean Six Sigma Green Belt

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## Languages

English (Fluent)

French

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