

Business Analyst

Team builder and action-oriented manager with successful track record of creating and implementing competitive business strategies that work.

Michael recommends and integrates customer-focused approaches and ensures that his solutions compete in designated markets. With strong technical skills, communication abilities and business intelligence, his results ensure smooth transitions incorporating the best, operational business intelligence.

--- John Smith, VP, Business Affairs, ABC Company

Experience

HLMN–North America, Analyst, Business Consulting New York, NY 2002-2010

- Display analytical, procedural and practice knowledge as liaison between unit and application systems departments.
- Created relationships resulting in new division in Business Consulting.
- Ensure efficiency improvements; made savings recommendations resulting in pay for performance.
- Managed deployment and call center analytics group, analyzed inbound trends, and adjusted staff to handle customer service activity, resulting in increased Customer Satisfaction scores within 6 months.

PSI Global Services, Business Analyst, International Division

New York, NY

2000-2002

- Used strong analytical and problem solving skills when developing proposals and presentations detailing new process plans implemented by top management.
- Independently organized partnership with outside division and represented PSI Reconciliation department at process meetings to discuss collaborations that ultimately drove profits up 32%.
- Oversaw multiple projects simultaneously in deadline-driven environment; used strong decision making and management skills to steer group to highest profitability levels in Global Division.

Great National Insurance (GNI), Business Analyst Assistant

New York, NY

1999-2000

- Identified internal and external sectors to collaborate. Implemented systematic processes to facilitate profitable partnerships; increased bottom line by 15% in first year.
- Demonstrated knowledge of IT strategies and tactics by effectively maintaining and supporting applications and suggesting new approaches. Management implemented 2 new best practices resulting in 21% bottom-line savings in 2 years.

Opway Games, Inc., Junior Analyst, Business Operations Group Chicago, IL 1997-1999

- Displayed motivation, creativity and business operations knowledge by identifying and championing best practices in Finance, Accounting, Financial Systems and Customer Relationship Management.
- Independently researched, defined and documented requirements to support and communicate objectives to target market. Plan resulted in increased market share with desired end users.
- Youngest trainer selected to champion best practices in business ops. Improved process (re)design, technology interpretation and system enhancements. Honored as Junior Analyst of the quarter for dynamic analytical presentation.

Education

Columbia University, MBA, Business Analysis and Technology

New York, NY

2005

New York University, BS, Business Administration

New York, NY

1996

SKILLS

- ✓ Cost reduction and profitability
- ✓ Analysis, troubleshooting and problem solving
- ✓ Technical and business acumen
- ✓ Staff and process optimization
- ✓ Strategic decision making
- ✓ Interfacing for issues resolution
- ✓ Oral and written communication
- ✓ Budgeting/cash-flow optimization
- ✓ Designing, implementing and maintaining strategic plans
- ✓ Interface between business units, technology teams and support teams