

# Transformed: Business Analyst, experienced

## Michael Pont

235 East 95<sup>th</sup> Street, #21J ▪ New York, NY 10021 ▪ 212-555-1212 ▪ michael@gmail.com

### BUSINESS ANALYST

Highly motivated, results driven manager with proven track record of positive impact seeks challenge.

*Core competencies include:*

- Solution oriented strategies
- Cost reduction and profitability
- Analysis, troubleshooting and problem solving
- Technical and business acumen
- Staff and process optimization
- Strategic decision making
- Interfacing to facilitate issues resolution
- Strong oral and written communication skills
- Budgeting and cash-flow optimization
- Designing, implementing and maintaining strategic plans

### EXPERIENCE

#### HLMN-North America

*Analyst, Business Consulting*

New York, NY

2002 - present

- 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 implementation 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 strong 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. Honored as Junior Analyst of the quarter for dynamic analytical presentation.
- 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 operations. Made improvements via process (re)design, technology interpretation and system enhancements.

### EDUCATION

**Columbia University, MBA, Business Analysis and Technology**

New York, NY

2005

**New York University, BS, Business Administration**

New York, NY

1996