

Before: Business Analyst, experienced

Michael Pont
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Education

Boston University
Master of Business Administration, Analysis and Technology

Boston, MA
May, 2005

New York University
BS, Business

New York, NY
May, 1996

Awards

Brava Management Award, NYU
Most Likely to Succeed, ZZT Fraternity

Experience

HSBC-North America

Analyst, Business Consulting

Boston, MA

2002 - present

Serve as a liaison between unit department and application systems department or outside organizations. Define business systems requirements, procedures and practices to implement changes to increase efficiency of the business unit. Manage group for deployment and call center analytics. Analyze departmental inbound volume trends, staffing issues and off the phone activity. Track progress, identify changes and make certain changes are properly communicated.

PSI Global Services

Business Analyst, International Division

New York, NY

2000 - 2002

Performed analysis of assigned tasks and developed proposals for action or implementation plans as necessary to present to managers. Performed analysis of project and developed proposals for action/implementation of new processes. Professionally represented Reconciliation department to outside divisions.

Great National Insurance (GNI)

Business Analyst Assistant

New York, NY

1999 - 2000

Advanced overall IT strategies and tactics to fit with GNI's mission. Communicated with internal and external customers and fostered knowledge sharing. Encouraged development of new ideas and re-used ideas where appropriate. Maintained and supported existing systems/applications. Interfaced with internal customers to determine business requirements, analyzed and built processes. Independently initiated, identified, researched, investigated, analyzed, defined and documented requirements to support company objectives

Opway Games Inc.

Junior Analyst, Business Operations Group

Chicago, IL

1997 - 1999

Independently initiated, identified, researched, investigated, analyzed, defined and documented requirements to support company objectives. Championed best practices by providing training as required. Communicate enhancements and process changes to end-users. Used business operations and processes across the areas of Finance, Accounting, Financial Systems and Customer Relationship Management. Analyzed business operations and processes and identified opportunities for improvement through process (re)design, technology interpretation and system enhancements.