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| aj**SUMMARY**Business Analyst with 8 years of experience doing intensive and detail-oriented work across multiple establishments and industries. Notable achievements include reducing management costs by 32% and increasing revenue by 15% in 2020. Possess a B.A. in Business Administration and Certification of Competency in Business Analysis**Skills** **Hard Skills:** Financial Statement Analysis|Financial Forecasting, Modelling, and Planning|Essential Management Tools**Soft Skills:** Leadership|Communication|Organization|ReliabilityCerifications |

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| **Alfred Jamison**Business Analyst | alfred.jamison@example.com |

**Experience**Gaston and Belle Inc., Boston, MA - Business Analyst - 02/2018 – Present* Established effective communication with company clients to ensure mutual understanding of processes and service
* Organized and managed over 5+ of testing including functional, user acceptance, regression, integration, and performance, ensuring each client experiences satisfaction
* Increase customer satisfaction by 31% via redesigned customer communication and fulfillment procedures.
* Employed new business models that reduced refund requests, thereby saving the company 500K+ annually

 Impeccable Power Inc., Boston, MA Business Analyst - 09/2014 – 01/2018* Communicated with clients to gather software requirements and business rules to ensure alignment with development terms.
* Assessed risk of testing processes, training, project communication, and implementation, thereby saving the company $5,000 annually.
* Related stakeholder’s requirements in over 10 different tangible deliverables, including user cases, data flow/data model diagrams, user stories, workflow/process diagrams, and more.
* Boosted revenue by 15% via in-depth assessment of business processes in 2019

**Education**  |

International Marketing and Sales

Bachelor of Arts in Business Administration

Peak University, Chicago, IL

2008 – 2012

Graduated Cum Laude