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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|Reliability Cerifications | |  | | --- | | **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