Name XXXX

Business Analyst

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Summary

Experienced Business Analyst with 2 years in the role, adept at leveraging advanced analytics tools to drive a revenue increase and orchestrating data-driven strategies resulting in a 25% boost in operational efficiency. Proficient in spearheading Agile transformations.

Education

- xxxxxxx   June xxxx – May xxxx
- xxxxxxxxx   June xxxx – May xxxx

Technical Skills

- **Diagramming and Wireframing:** Visio, Axure, Balsamiq, Figma
- **Project Management:** JIRA
- **Data Visualization:** Power BI
- **Database Management:** SQL Basics.

Professional Work Experience

Company name   May 2022 – Present
Business Analyst - Associate.

- Participated in Conducting interviews, workshops, and surveys to gather detailed business requirements, ensuring alignment with organizational objectives.
- Created comprehensive documentation, including business requirements documents and functional specifications (FRS), and assisted in designing IT solutions to meet business needs.
- Developed and executed test plans and test cases, supported user acceptance testing (UAT), and identified and documented defects for resolution.
- Acted as a liaison between business stakeholders and IT teams, facilitating effective communication and ensuring mutual understanding throughout the project lifecycle.
- Provided training and support to end-users, created user manuals and training materials, and ensured effective use of new systems and processes.

Company name   October 2020 – May 2021
Advisor

- Achieved comprehensive assessments of clients' insurance needs, analysing financial situations to tailor optimal coverage solutions, resulting in a 20% increase in policy uptake.
- Facilitated seamless completion of insurance applications and documentation for clients, ensuring accuracy and compliance with industry standards.
- Addressed client inquiries, concerns, and complaints with agility and professionalism, achieving satisfaction rate and fostering long-term client relationships.
- Educated clients on diverse insurance policies, coverage options, and premium rates, enhancing their understanding and leading to a 25% boost in informed decision-making.

Projects

Ship minder   October 2021 – February 2022
Company name- Jr. Business Analyst (apprenticeship)

- Cooperated with stakeholders to conceptualize and refine application flow, ensuring alignment between business and technical requirements.
- Utilized Axure to craft prototypes, enabling stakeholders to visualize and validate system functionalities for seamless development.
- Partnered with design engineers to integrate design elements into project requirements, ensuring a cohesive user experience.

Certifications & Trainings

- Certified in COEPD's 2022 training professionals in evolving IT business analysis principles.