

PAUL GREEN

BUSINESS ANALYST

+123-456-7890

email@example.com

City, State Abbreviation zip code

LinkedIn | Portfolio

EDUCATION

Bachelor of Science (B.S.) Business Administration

Temple University, Philadelphia, PA

September 2011 – June 2015

WORK EXPERIENCE

Business Analyst

GrowthPartners, Philadelphia, PA / Oct 2019 – present

- Collaborated with senior managers to optimize operational processes, resulting in a 23% revenue increase in 2021
- Launched a client services incentive program that improved customer satisfaction ratings by 32% during an 18-month period
- Perform market research to harvest opportunities for profitable growth in underserved niches
- Analyzes performance metrics to deliver detailed reports that drive strategic decision-making by company stakeholders

Department Manager

BeScene Corp., Philadelphia, PA / June 2015 – Oct 2019

- Onboarded and trained new associates
- Managed a team of 25 employees, serving as a mentor
- Created a new employee handbook that improved team member retention during the first 90 days by 12%
- Conducted a supplier study to identify vendor savings opportunities
- Launched an employee incentive program that reduced call-offs by 34%

PROFILE

Experienced business leader with seven years of experience boosting operational efficiency in the manufacturing sector, resulting in increased profitability by 24% in one fiscal year. Confident leader, respected mentor, and strategic planner with a track record of identifying revenue-producing business opportunities.

SKILLS

- Complex problem-solving
- Cross-functional collaboration
- Organizational change
- Performance management
- Strategic business planning
- Team leadership and motivation

CERTIFICATIONS

Entry Certificate in Business Analysis, International Institute of Business Analysis (IIBA), 2022

Leadership Essentials Certificate, Cornell University, 2020