

# PG

# PAUL GREEN

BUSINESS ANALYST

## CONTACT



(123) 456-7890



email@example.com



LinkedIn | Portfolio



Philadelphia, PA 12345

## EDUCATION

- Bachelor of Science (B.S.) in Business Administration**  
Temple University, Philadelphia, PA | September 2011 - June 2015

## KEY SKILLS

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

## ABOUT ME

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.

## PROFESSIONAL EXPERIENCE

**BUSINESS ANALYST | GROWTHPARTNERS, PHILADELPHIA, PA**  
OCTOBER 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

**DEPARTMENT MANAGER | BESCENE CORP, PHILADELPHIA, PA**  
JUNE 2015 - OCTOBER 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%

## CERTIFICATIONS

- ENTRY CERTIFICATE IN BUSINESS ANALYSIS | INTERNATIONAL INSTITUTE OF BUSINESS ANALYSIS (IIBA) | JANUARY 2022**
- LEADERSHIP ESSENTIALS CERTIFICATE | CORNELL UNIVERSITY | JANUARY 2020**