







Eric Adams

Certified business analyst with five years of operational optimization within renewable energy and retail. Known for managing large-scale infrastructure projects that yield significant cost and time savings. Facilitates cross-functional collaboration to drive strategic and sustainable change.

CONTACT

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-  LinkedIn | Portfolio
-  City, State Abbreviation zip code

EDUCATION

Bachelor of Business Administration
(B.B.A.) Marquette University
Milwaukee, WI | June 2017

KEY SKILLS

- Data validation and reporting
- Cross-functional collaboration
- CRM system integration
- Project and change management
- Stakeholder engagement

PROFESSIONAL EXPERIENCE

BUSINESS ANALYST | WEC ENERGY GROUP, MILWAUKEE, WI
JULY 2021 – PRESENT

- Lead analysis and support functions within the renewable energy and customer-owned electric generation systems (COGS) domain, managing over 50 projects per year
- Develop customer communication strategies to increase retention by 10%, saving an annual \$500,000 in customer acquisition costs
- Produce regular reports on COGS trends for planning and analysis of projects with a combined worth of over \$20 million
- Collaborate with the IT department to enhance the iAvenue system and reduce data entry errors by 40%

BUSINESS ANALYST | RACETRAC, ATLANTA, GA
JANUARY 2019 – JUNE 2021

- Reduced average project cycle time by three days with effective management of development backlogs for over 30 projects
- Identified and addressed system and process gaps, saving an average of 15 hours of troubleshooting time per week
- Implemented a new data validation protocol that caught and corrected data entry errors before impacting client-facing reports
- Collaborated with each department to integrate a new CRM system that tracked data and personalized service for more than 200 users

CERTIFICATION

- Certified Business Analysis Professional, International Institute of Business Analysis, April 2018
- Certified Salesforce Business Analyst, Salesforce Trailhead, May 2017