**Kaia Williams**

Pittsburgh, PA 15206

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**Summary**

Professional business analyst with advanced knowledge of business

operations, data analysis, portfolio asset management systems and skill

in driving positive outcomes. Exceptional organizational, project

management and leadership skills. Adaptable assessor of business

health and product success with expertise in optimizing solutions for

changing industry landscapes.

**Relevant Skills**

* Well-versed in new market identification and functional analysis methodologies.
* Vast knowledge of business best practices and regulatory standards.
* Diligent and detail-oriented with strong communication and task prioritization skills.

**Professional Skills**

* Technical design documentation
* Strategic planning
* Industry trend analysis
* BI tool and system design
* Tableau
* SQL
* Critical thinking
* Decision making

**Work History**

**Business Analyst, 06/2021 to Current**

UPMC – Pittsburgh, PA

* Work with a team of 12 and analyze key aspects of a business to evaluate factors driving results and summarized them into quarterly presentations.
* Perform competitor benchmarking analysis to identify manufacturing savings opportunities and potential product enhancements boosting 35% of revenue.
* Derive conceptual designs from business objectives to deliver software and applications according to specifications for usability, performance and functionality.

**Assistant Operations Analyst, 09/2017 to 05/2021**

Dice – Pittsburgh, PA

* Designed three plans to improve operations and suggested changes to systems for the overall organization and 150 team members.
* Scanned system for frequent technical issues, employing troubleshooting techniques for resolution and generated monthly reports of findings to help management with making key decisions.
* Drove operational improvements which resulted in savings and improved 50% of profit margins.

**Junior Data Analyst, 06/2014 to 08/2017**

UPMC – Pittsburgh, PA

* Installed 60% of system updates to address vulnerabilities and reduce security issues.
* Synthesized current data to produce monthly reports and polished presentations, highlighting ROI estimations, findings and recommending changes.
* Improved systems with the addition of new features and infrastructure and resolved 75% of issues regarding the integrity of data flow into databases.

**Education**

**MBA, Business Administration & Business Analytics, 06/2019**

University of Pittsburgh – Pittsburgh, PA

**Bachelor of Science, Business, 06/2014**

University of Pittsburgh – Pittsburgh, PA

**Business Administration in Business Information Systems**