**BUSINESS ANALYST RESUME**

Gwen Ten

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Any hometown 567

**SUMMARY**

Business analyst with 7+ years of experience supporting e-commerce retailers through developing IT solutions. Notable achievements include saving retailers $500K annually, and increasing revenue by 15% in 2019. Possess a B.A. in Business Administration and Certification of Competency in Business Analysis.

**PROFESSIONAL EXPERIENCE**

Giant & Co. Boston, MA.

**Business Analyst September 2019 – Present**

* Develop business architecture using requirements such as scope, processes, alternatives, and risks.
* Analyze client’s business requirements and processes through document analysis, interviews, workshops, and workflow analysis.
* Conduct 5+ levels of testing including functional, regression, user acceptance, integration and performance to verify the client’s needs are met.
* Redesigned customer communication and fulfillment protocols, increasing customer satisfaction rates by 35% and saving the company 500K+ annually due to reduction in refund requests.
* Liaise between business and technical personnel to ensure a mutual understanding of processes and applications.

Quality Solutions Inc.Boston, MA

**Business Analyst September 2014 – August 2019**

* Engage client to gather software requirements/business rules, and ensure alignment with development teams.
* Translate stakeholder requirements into over 10 different tangible deliverables such as functional specifications, user cases, user stories, workflow/process diagrams, data flow/data model diagrams.
* Evaluate risks related to requirements implementation, testing processes, project communications, and training saving the company on average $5,000+ annually.
* Completed in-depth analysis of business processes, boosting revenue by 15% in 2019.
* Facilitate monthly meetings with clients to document requirements and explore potential solutions.

**EDUCATION**

COWELL UNIVERSITY Chicago, IL

**Bachelor of Arts in Business Administration Candidate, June 2014**

Graduated Cum Laude

GPA: 3.8/4.0

**SKILLS**

* Proficient in Microsoft Office (Word, Excel, Outlook, PowerPoint, Visio)
* Expert knowledge of SQL and relational database management systems
* Skilled with Wrike and At Task project management software
* Familiar with Agile software development methodology