**BUSINESS DEVELOPMENT MANAGER RESUME**

Ralph Bryant

Minneapolis, MN

(720) 555-1717

rbryant@example.com

**Employment History**

**Business Development Manager**

American Express - Minneapolis, MN 2016 - Present

* Managed a team of BSAs and Developers in the creation of business rules supporting Customer Service and Telephone Service Center disputes.
* Developed and tested new user interface, designed new workflows to increase user efficiency, and defined detailed requirements.

**Product Manager**

IBM - Rochester, MN 2013 - 2016

* Led the development of online strategy, increasing web traffic, user interaction, lead generation and conversion rates.
* Spearheaded global suppliers and internal support groups to review product requirements conduct product development and then launch into the global marketplace.
* Provided product development for clients by conducting research, creating roadmaps, and closing deals.
* Defined the whole product and motivated teams to create highly technical sales collateral for OEM ASIC start-up.
* Focused on issues/work plans and decisions between the Business Units, Sales, Manufacturing, and Finance.
* Managed the product development of digital media products in Huntsville, AL and Mountain View, CA.

**Business Analyst**

Merck & Co. - Main, PA 2011 - 2013

* Provided analytical expertise and technical project management to support supply chains for the North American Regional Planning Hub and its partners.
* Write Standard Operating Procedures (SOP's) for operators.
* Developed process and error logging procedures to pinpoint and resolve system problems.
* Involved in GUI, Sanity, Smoke, Functional and Regression testing of the ACMP application.
* Managed defect submissions in the JIRA defect management tool.

**Marketing Analyst**

Smart - Main, PA 2005 - 2011

* Manage internal resources in the preparation of artwork for point-of purchase, promotional materials and print advertising.
* Plan and design email campaigns and other digital and print promotions and business marketing materials.

**Education**

Ohio State University - Columbus, OH

2005 - 2008

Bachelor's Degree Business

**Skills**

* Customer Service
* Account Management
* Project Management
* Tableau
* Online
* Internet
* Prospective Customers
* Scrum
* EPA
* Sales Support