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| JAMES SMITH | Business Analyst | 123, High Street  London E1 234 (01234) 456 7890  james.smith@aol.com |
| OBJECTIVE  I am a Business Analyst with 3+ years’ experience  . I have a proven track record of analysing processes, procedures and systems and recommending changes with demonstrable benefits. I am looking for a new role due to relocation from Leeds to London.  ACHIEVEMENT  “Through process improvements, James saved us about 23% (£1.2m) on our annual expenses in 2015.”  Tim Bloggs,CEO  Veribar Limited | WORK HISTORY  Business Analyst : January 2015 - date  *Veribar, Leeds*  Veribar provides utilities and telecoms services to 200k+ customers across the UK. My responsibilities include:  Surveying, analysing and evaluating the company’s business processes; reporting to management with my recommendations to help them make better decisions.  Working with operational stakeholders, IT and project managers to mitigate risks and issues.  Working with senior management and other stakeholders on the optimum way to implement changes.  Managing the rollout of changes and overseeing quality checks and testing, while resolving issues that arise.  By introducing an IAM, Automated Helpline and chat bot, I reduced service calls to the company’s help desk by 34%.  By streamlining the company’s order-to-installation process, I reduced company expenses by 23% in 2015.  By outsourcing routine enquiries that could not be automated I reduced the Company’s staff spend by 12%. | SKILLS  excellent communication  ability to present to a range of audiences  ability to lead change  ability to work under pressure on multiple projects  excellent analytical skills  informed, evidence-based approach  CERTIFICATION  IIBA-Agile Analysis (IIBA-AAC) certiFied  IIBA Business Analysis Professional (CBAP) |
| INTERESTS  SAILING  INVESTMENTS  TRAVELLING  DIY  CLASSIC CARS  COOKING  Cryptography  ABSEILING | QUALIFICATIONS  Ongoing - Master of Business Administration (MBA)  Part way through Year 1 of 3, University of Leeds  BA Business Administration (2:1)  University of Leeds, 2014  ACHIEVEMENT  “James has improved so many of our processes, saving us more than £100k year-on-year.”  Jamie Bloggs, Director  Veribar Limited | REFERENCES  Tim Bloggs, HR Manager  Veribar  123 High Road  New City Quarter  Leeds LS1 2DY  joe.bloggs@veribar.com  Andy Jones, Director  Scrum Master Training  134 Cold Lane  Birmingham  B1 2DS  tim.obiwan@obiwan.com |

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