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| JAMES SMITH | Business Analyst | 123, High StreetLondon E1 234 (01234) 456 7890james.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 HISTORYBusiness 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%. | SKILLSexcellent communication ability to present to a range of audiencesability to lead changeability to work under pressure on multiple projects excellent analytical skills informed, evidence-based approachCERTIFICATIONIIBA-Agile Analysis (IIBA-AAC) certiFiedIIBA Business Analysis Professional (CBAP) |
| INTERESTSSAILINGINVESTMENTSTRAVELLINGDIYCLASSIC CARSCOOKINGCryptographyABSEILING | QUALIFICATIONSOngoing - Master of Business Administration (MBA)Part way through Year 1 of 3, University of LeedsBA Business Administration (2:1)University of Leeds, 2014ACHIEVEMENT“James has improved so many of our processes, saving us more than £100k year-on-year.”Jamie Bloggs, DirectorVeribar Limited | REFERENCES Tim Bloggs, HR ManagerVeribar123 High RoadNew City QuarterLeeds LS1 2DYjoe.bloggs@veribar.comAndy Jones, DirectorScrum Master Training134 Cold LaneBirminghamB1 2DStim.obiwan@obiwan.com |

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