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# BUSINESS PROCESS ANALYST RESUME

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## Job Objective:

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Seeking the position of Business Process Analyst in an esteemed organization.

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## Highlights of Qualifications:

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- A great deal of experience in developing needs assessments and documenting customer requirements
  - Excellent problem solving, analytical and time management skills
  - Strong analytical skills
  - Excellent verbal and written communication skills
  - Strong conceptual and critical thinking skills
  - Ability to meet multiple deadlines
  - Ability to work within a matrix environment
  - Proficient in Microsoft Suite of products Excel, Word, PowerPoint, Access, Project, and Visio
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## Professional Experience:

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Business Process Analyst, August 2005 – Present  
Rcg Information Technology, Inc, New York, NY

- Delivered business process models and derived Process Improvement initiatives that met IT application requirement process.
- Worked effectively with business partners and information technology professionals.
- Actively lead process improvement efforts as identified by IT and business leadership.
- Participated in Executive level management meetings on a regular basis and presented both informational and persuasive presentations.
- Provided comprehensive process documentation for use in enterprise model.

Business Process Analyst, May 2000 – July 2005  
Sapphire Technologies, New York, NY

- Identified areas and potential projects where process redesign and improvement made a significant impact.
  - Performed data analysis and determined data quality, relevancy, and accuracy.
  - Developed, coordinated, and maintained process mapping activities and documentation.
  - Consistently reduced variation in tools and process used across departments to eliminate waste.
  - Determined the problem and made an analysis of the defects.
  - Coordinated cross-functional process development and identified opportunities and improve process.
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## Education:

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Bachelor's Degree in Management, University of California, Berkeley, CA

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