

Thomas Jefferson

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United States Citizen

*Clearance: Top Secret Sensitive Compartmentalized
Information(TSSCI)*

Business Analyst

Highly analytical professional with practical experience in delivering organizational-focused business solutions and strengthening sound decision-making through data analysis. Demonstrated excellence in maintaining cross-functional collaboration, providing multi-disciplinary training, and implementing comprehensive policies to achieve long-term operational goals. Instrumental in continuous process improvement initiatives, administrative processes, and reporting systems. Seasoned in managing customer-centric relationships with executive management, clients, and employees with optimal communication skills.

Career Experience

Department of Defense, Washington, DC
Business Analyst (GG-12-2210) (40 hours/week)

08/2019 – Present

Responsible for conducting reviews, evaluations, and quality control of automated systems to determine operational impact. Routinely prepares comprehensive reports of analysis and advises management of findings. Coordinates changes and improvements with system designers, programmers, and requirements personnel. Designs and conducts studies to analyze and evaluate the effectiveness of procedures for accessing and processing data through complex systems. Presents difficult information to stakeholders and propose data-driven recommendations.

Key Achievements:

- Facilitates, conducts, and participates in complex management projects, studies, and productivity enhancements; lead process improvement projects for 10 stakeholders by injecting expert knowledge and ensuring timelines and budget restrictions are met.
- Strengthen accountability of existing management and program issues; develop and implement solutions to include new or substantially modified business practices and systems.
- Conducts detailed analyses of multi-phased business processes; identifies problems that reduce organizational goal accomplishment and champion and operationalize innovative solutions that meet desired leadership outcomes.
- Facilitates business intelligence (BI) initiatives integrating management control capabilities and transforming organizational challenges into enterprise-wide project deliverables; proactively identified 20 user enhancement requirements which reduced production costs by ~ 200K.
- Defines critical issues and problems; collects and access qualitative and quantitative data from various sources, and determines the most effective and efficient approach to mitigating operational risks.
- Utilizes various analytical tools to measure and evaluate data; interprets results from studies and develops statistical and narrative reports, graphs and charts to promote changes.
- Researches and investigates new or improved business and management practices for application to agency programs; plans and advises management on implementing new ideas, procedures, processes, methods, or continuous improvement initiatives.
- Transforms fragmented stakeholder processes; develops internal instructional and informational materials to improve and standardize business operation solutions; onboarded four projects within six months achieving a 97% customer satisfaction rate.
- Frequently engage with stakeholders to gain understanding of complex issues and provide solutions with high-level implications; within five business days addressed a program administration gap resulting in an 80% reduction in manhours spent correcting errors.
- Plan and develop internal strategies to address administrative and program management issues; facilitate multiple working-groups consisting of four directorates which created 12 process gap solutions and five documented procedures to streamline implementation.
- Routinely translate leadership vision into administrative management solutions that modernize administrative tasks, increase performance monitoring capabilities, and accelerate customer service excellence.

B-Line Medical, Washington, DC
Analyst II (40 hours/ week)

12/2018 to 08/2019

Provided recommendations to management of operational issues and monitored execution of fixes, and assessed effectiveness of solutions. Involved in devising and implementing stakeholder engagement and change/communication strategies.

Key Achievements:

- Leverage key performance indicators (KPIs) to create robust business intelligence (BI) systems that facilitate data-driven decision-making, minimize liability, and increase transparency.
- Provided high-level summaries outlining progression, project complexities and sought-after mitigation strategies to maintain forward momentum; directed stakeholder evaluation of recommended alternatives and drove stakeholder acceptance.
- Analyzes systems, processes, and procedures for assigned program area(s); guidelines and standard operating procedures (SOPs) exist and can be directly applied to the program operations.
- Applies fundamental methods, principles, and practices of qualitative and quantitative analytical and evaluative methods and techniques to identify issues that impact the effectiveness and efficiency of program operations.
- Compiles, tracks, and analyzes complex statistical and narrative data from various sources to develop multiple regular and recurring reports.
- Reviews and analyzes overall operational and administrative processes and operations and recommends improvements to close gaps in procedures, functions, and tasks.
- Develops recommendations for resolution of non-controversial, factual, procedural, and recurring issues for which there are one or more readily apparent solutions.

Verizon Communications, Silver Spring, Maryland
Fiber Optics Customer Support Analyst (40 hours/ week)

8/2014 to 12/2018

Increased daily operational efficiency through expert technical support delivery. Leveraged network administration tasks, including configuring routers with static IP addresses and bridging. Drafted and presented peer-to-peer evaluations for consistent practices, customer service improvement, and peer motivation.

Key Achievements:

- Critically analyzed needs and solved issues of business-critical equipment in collaboration with end-users.
- Delivered customizable customer service by leveraging knowledgeable support for products and service inquiries.
- Coordinated and facilitated troubleshooting processes to resolve complex issues and enhance the efficiency of help desk operations.
- Optimized customer service by evaluating stakeholders' technical issues and triaging requests to the appropriate tier for resolution.

Education

Master of Science Homeland Security Management
Howard University, Washington, D.C.

Bachelor of Science Information Technology and Network Security
Bowie State University, Bowie, Maryland

Technical Certification

Certified Scrum Master, 2020