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SKILLS

- Business Analysis
- Process Improvement
- Lean
- Six Sigma
- Training Delivery
- Mentorship

EDUCATION

**MASTER OF OPERATIONS MANAGEMENT,
UNIVERSITY OF MICHIGAN, 2019**

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Achieved a 50% increase in training satisfaction ratings through curriculum enhancements.
- Recognized for outstanding contributions to operational excellence initiatives.
- Developed a training program that became a benchmark in the industry.

Michael Anderson

OPERATIONS BUSINESS ANALYSIS TRAINER

Experienced Business Analysis Trainer with a strong focus on operational excellence and process improvement methodologies. Expertise in delivering training that equips professionals with the skills to analyze and enhance business processes effectively. Recognized for the ability to create a positive learning environment that promotes knowledge retention and application. Proven track record in collaborating with organizations to tailor training programs that align with specific operational goals.

EXPERIENCE

OPERATIONS BUSINESS ANALYSIS TRAINER

Performance Improvement Group

2016 - Present

- Designed training programs focused on Lean and Six Sigma methodologies for 250+ employees.
- Conducted workshops that improved process mapping skills significantly.
- Utilized simulation tools to facilitate experiential learning.
- Collaborated with management to align training objectives with business strategy.
- Developed metrics to assess training effectiveness and ROI.
- Facilitated continuous improvement initiatives across departments.

PROCESS ANALYST

Operational Excellence Inc.

2014 - 2016

- Analyzed operational processes to identify inefficiencies and recommend solutions.
- Collaborated with teams to implement process improvements, resulting in a 20% cost reduction.
- Developed training materials for staff on process optimization techniques.
- Presented findings and recommendations to upper management.
- Facilitated training sessions on operational excellence principles.
- Mentored new analysts on best practices in process analysis.