

MICHAEL ANDERSON

Business Systems Analyst

- San Francisco, CA
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Dedicated Business Systems Analyst with a focus on non-profit organizations, possessing over 7 years of experience in optimizing operational processes through technology solutions. Recognized for the ability to analyze organizational needs and implement systems that enhance service delivery and stakeholder engagement. Skilled in project management and adept at collaborating with diverse teams to achieve common goals.

WORK EXPERIENCE

Business Systems Analyst | Non-Profit Innovations

Jan 2022 – Present

- Conducted needs assessments to identify operational inefficiencies within the organization.
- Collaborated with program directors to develop technology solutions that improved service delivery.
- Utilized data analytics to track program outcomes and enhance stakeholder engagement.
- Managed project timelines and deliverables to ensure successful implementation of new systems.
- Facilitated training sessions for staff on new software applications.
- Engaged with community stakeholders to gather feedback for continuous improvement.

Junior Business Analyst | Community Support Services

Jul 2019 – Dec 2021

- Assisted in the analysis of program needs and identification of system requirements.
- Supported the implementation of new project management software.
- Conducted user training sessions to facilitate effective system use.
- Monitored project progress and documented outcomes for evaluation.
- Gathered user feedback to inform ongoing system improvements.
- Participated in team meetings to provide updates and share insights.

SKILLS

Non-Profit Management

Project Management

Data Analysis

Stakeholder Engagement

User Training

Process Improvement

EDUCATION

Bachelor of Arts in Social Work

2015 – 2019

University of Washington

ACHIEVEMENTS

- Implemented a new donor management system that improved fundraising efficiency by 30%.
- Awarded 'Outstanding Contributor' for enhancing program delivery through technology.
- Successfully led a project that increased community engagement by 40%.

LANGUAGES

English

Spanish

French