



MICHAEL ANDERSON

Senior Business Analyst

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SUMMARY

Strategic and analytical Functional Business Analyst with over 10 years of experience in transforming business processes and driving efficiency improvements. Adept at bridging the gap between stakeholders and IT teams, ensuring that business requirements are translated into actionable technical specifications. Proven track record in implementing ERP solutions and optimizing workflows across various sectors, including finance and healthcare.

WORK EXPERIENCE

Senior Business Analyst Tech Innovations Inc.

Jan 2023 - Present

- Facilitated workshops to gather and document business requirements from stakeholders.
- Developed detailed process maps and business requirement documents for system enhancements.
- Collaborated with cross-functional teams to implement a new ERP system, resulting in a 20% increase in operational efficiency.
- Utilized data analytics tools to identify trends and provide actionable insights to management.
- Managed project timelines and deliverables, ensuring alignment with overall business goals.
- Conducted training sessions for end-users to enhance system adoption and utilization.

Business Analyst Global Solutions Ltd.

Jan 2020 - Dec 2022

- Analyzed existing business processes and identified areas for improvement.
 - Created functional specifications for software development projects based on stakeholder input.
 - Coordinated with IT teams to ensure successful implementation of technology solutions.
 - Facilitated user acceptance testing to validate system functionality against requirements.
 - Regularly reported project status to senior management, highlighting risks and mitigation strategies.
 - Developed training materials and user documentation to support new system rollouts.
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EDUCATION

Master of Business Administration, University of Business, 2014

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** Business Process Improvement, Data Analysis, ERP Implementation, Project Management, Stakeholder Engagement, User Training
- **Awards/Activities:** Successfully led a cross-departmental project that reduced costs by 15% annually.
- **Awards/Activities:** Recognized as 'Employee of the Year' for outstanding contributions to project success.
- **Awards/Activities:** Enhanced reporting capabilities, resulting in a 30% reduction in decision-making time.
- **Languages:** English, Spanish, French