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SKILLS

- Customer Experience Management
- Data Analysis
- Service Optimization
- Project Management
- Strategic Planning
- User Training

EDUCATION

BACHELOR OF SCIENCE IN BUSINESS ANALYTICS, UNIVERSITY OF TECHNOLOGY, 2013

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Achieved a 25% increase in customer satisfaction scores through targeted initiatives.
- Successfully launched a new service that contributed to a 15% revenue growth.
- Recognized for outstanding performance during a departmental restructuring.

Michael Anderson

BUSINESS ANALYST

Dedicated and innovative Functional Business Analyst with over 9 years of experience in the telecommunications industry, focusing on enhancing customer experiences and optimizing service delivery. Expertise in analyzing customer feedback and operational data to inform strategic initiatives that drive revenue growth and improve service quality. Proven ability to collaborate with cross-functional teams to develop and implement solutions that align with business goals.

EXPERIENCE

BUSINESS ANALYST

Telecom Solutions Inc.

2016 - Present

- Analyzed customer feedback to identify service improvement opportunities.
- Developed and implemented strategies to enhance customer satisfaction metrics.
- Collaborated with IT and marketing teams to launch new service offerings.
- Conducted data analysis to inform pricing strategies and promotional campaigns.
- Facilitated training for staff on new processes and technologies.
- Maintained project documentation and ensured compliance with quality standards.

JUNIOR BUSINESS ANALYST

Customer Insights Corp.

2014 - 2016

- Supported senior analysts in gathering and documenting business requirements.
- Assisted in the development of user acceptance testing protocols.
- Conducted market research to support strategic planning initiatives.
- Coordinated with IT to resolve system issues and enhance functionality.
- Maintained comprehensive project documentation and reporting.
- Participated in stakeholder meetings to gather feedback and align project goals.