



MICHAEL ANDERSON

Senior IT Business Analyst

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SUMMARY

Dynamic and results-oriented IT Business Analyst with over 10 years of experience in leveraging technology to drive business solutions. Proven track record of collaborating with cross-functional teams to identify opportunities for process improvement and operational efficiency. Expertise in requirements gathering, data analysis, and system design, facilitating the alignment of IT initiatives with business objectives.

WORK EXPERIENCE

Senior IT Business Analyst Tech Innovations Inc.

Jan 2023 - Present

- Led comprehensive requirements gathering sessions with stakeholders to define project scope.
- Developed and maintained detailed documentation of business processes and workflows.
- Collaborated with IT teams to design and implement system enhancements based on user feedback.
- Utilized data analytics tools to assess project performance and identify areas for improvement.
- Facilitated user acceptance testing (UAT) to ensure solutions met business requirements.
- Trained end-users on new systems and processes to ensure smooth transitions.

IT Business Analyst Global Solutions Ltd.

Jan 2020 - Dec 2022

- Conducted gap analysis to identify discrepancies between current and desired business processes.
 - Collaborated with project managers to prioritize features and deliverables based on business needs.
 - Facilitated workshops to gather input from stakeholders across departments.
 - Developed business cases to support strategic initiatives and investment decisions.
 - Monitored project timelines and budgets to ensure adherence to organizational standards.
 - Provided ongoing support and troubleshooting for implemented systems.
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EDUCATION

Master of Business Administration (MBA), Business Analytics, University of California, Berkeley

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** Business Process Improvement, Requirements Gathering, Data Analysis, Stakeholder Engagement, Project Management, User Training
- **Awards/Activities:** Successfully led a project that reduced operational costs by 15% through process optimization.
- **Awards/Activities:** Recognized as Employee of the Year for exceptional contributions to project delivery.
- **Awards/Activities:** Implemented a new data analytics platform that improved reporting efficiency by 30%.
- **Languages:** English, Spanish, French