# MA

## CONTACT

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- San Francisco, CA

## EDUCATION

**Bachelor of Arts in Marketing**

University of California

2021

## SKILLS

- user experience analysis
- product development
- customer research
- usability testing
- stakeholder collaboration
- analytical tools

## LANGUAGES

- English
- Spanish
- French

# MICHAEL ANDERSON

User Experience Analyst Intern

Innovative Junior Business Analyst with a strong emphasis on customer experience and user-centered design. This professional brings a unique perspective to business analysis by integrating user feedback into product development and improvement processes. Adept at conducting user research and usability testing to inform product enhancements and ensure alignment with customer needs.

## 💼 WORK EXPERIENCE

### User Experience Analyst Intern
2020-2023

Customer Focused Solutions

- Conducted user interviews and surveys to gather insights on product usage.
- Analyzed user feedback to identify areas for product improvement.
- Collaborated with design teams to develop user personas and journey maps.
- Facilitated usability testing sessions to evaluate product features.
- Documented findings and presented recommendations to product teams.
- Supported the development of customer experience improvement initiatives.

### Product Development Intern
2019-2020

Innovative Products Ltd.

- Assisted in the product development lifecycle from ideation to launch.
- Collaborated with cross-functional teams to gather product requirements.
- Utilized analytical tools to assess market viability of new products.
- Conducted competitive analysis to inform product positioning strategies.
- Engaged in user testing to validate product features and functionalities.
- Prepared presentations for stakeholders on product development progress.

## ★ ACHIEVEMENTS

- Improved user satisfaction scores by 15% through the implementation of feedback-driven changes.
- Contributed to a successful product launch that exceeded sales projections by 20%.
- Recognized for excellence in user research during internship program.