

Michael Thompson

Business Analyst

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- Results-driven Business Analyst with 4+ years of experience bridging business and technology gaps to deliver measurable organizational improvements
- Proven track record of eliciting requirements from 20+ stakeholders across multiple departments, resulting in successful system implementations worth \$3M+
- Expert in translating complex business processes into technical specifications, reducing development rework by 35% through comprehensive documentation
- Skilled in facilitating cross-functional workshops and managing competing priorities to achieve consensus on critical business requirements
- Proficient in SQL, Tableau, JIRA, and Agile methodologies with demonstrated ability to optimize processes and drive digital transformation initiatives

WORK EXPERIENCE

TechSolutions Inc., Chicago, IL

March 2022 - Present

Senior Business Analyst

- Led requirements gathering for \$2.5M ERP implementation affecting 800+ users across 4 business units, delivering project 3 weeks ahead of schedule through strategic stakeholder alignment
- Developed comprehensive business requirement documents and process flow diagrams that reduced scope creep by 45% and accelerated development cycles by 25%
- Facilitated 40+ cross-functional workshops between IT, Operations, Finance, and Sales teams, achieving consensus on system requirements despite competing departmental priorities
- Created interactive Tableau dashboards to present data insights to C-suite executives, identifying \$1.8M in potential cost savings through process optimization
- Managed product backlog in JIRA while serving as proxy Product Owner for 6 development sprints, ensuring 98% of user stories aligned with quarterly business objectives
- Applied DMAIC framework to analyze customer complaint processes, resulting in 40% reduction in resolution time and 25% improvement in customer satisfaction scores

GlobalRetail Corp., Chicago, IL

June 2020 - February 2022

Business Analyst

- Analyzed sales patterns and inventory data using SQL and advanced Excel modeling to optimize stock levels, reducing inventory carrying costs by \$500K annually
- Collaborated with development teams to define user acceptance criteria for e-commerce platform upgrade, ensuring 95% of requirements met business needs on first deployment
- Conducted gap analysis for customer relationship management system migration, documenting 25 business processes and identifying integration requirements
- Facilitated requirements elicitation sessions with 15+ stakeholders from Marketing, Sales, and IT departments, producing comprehensive functional specifications
- Created process maps using BPMN 2.0 notation that became standard reference documentation, reducing new employee training time by 30%
- Supported Agile development teams by writing user stories and acceptance criteria, contributing to 20% improvement in sprint velocity

DataCorp Solutions, Milwaukee, WI

August 2019 - May 2020

Junior Business Analyst

- Gathered and documented business requirements for customer portal redesign project, interviewing 12 stakeholders across multiple departments
- Performed data analysis using SQL queries to identify trends in customer behavior, presenting findings that influenced \$300K marketing budget allocation
- Assisted in creating test cases and conducting user acceptance testing for CRM system upgrade affecting 200+ sales representatives
- Developed standard operating procedures for requirements documentation, improving team efficiency and consistency across projects
- Participated in daily standups and sprint planning sessions, gaining hands-on experience with Agile methodology implementation

Midwest Banking Group, Milwaukee, WI

June 2019 - August 2019

Financial Analyst Intern

- Analyzed loan portfolio data to identify risk patterns, creating reports that supported \$2M in lending decisions
- Collaborated with IT team to define requirements for automated reporting system, reducing manual report generation time by 60%
- Conducted process analysis of loan approval workflow, recommending improvements that decreased average processing time by 2 days

SKILLS

Business Analysis Tools

- Requirements Management: JIRA, Confluence, Azure DevOps
- Process Modeling: Visio, Lucidchart, BPMN 2.0
- Documentation: SharePoint, MS Office Suite, Google Workspace

Data Analysis

- SQL (Advanced) - Complex queries, joins, stored procedures
- Data Visualization: Tableau, Power BI, Excel (Pivot Tables, VLOOKUP, Macros)
- Statistical Analysis: SPSS, R (Basic)

Methodologies

- Agile/Scrum - Served as proxy Product Owner for 6 sprints, maintained product backlog
- Waterfall - Created comprehensive BRDs for 3 large-scale system implementations
- Lean Six Sigma - Applied DMAIC framework to reduce process cycle time by 35%
- Design Thinking - Facilitated user journey mapping sessions for customer experience improvements

Core Competencies

- Stakeholder Management - Facilitated requirements sessions with 20+ stakeholders across multiple business units
- Process Optimization - Mapped and improved 25+ business processes using industry standard notation
- Data Storytelling - Translated complex datasets into actionable insights for non-technical C-suite audiences
- Conflict Resolution - Mediated between competing departmental priorities to achieve project consensus
- Gap Analysis - Identified system and process gaps during 3 major digital transformation initiatives

EDUCATION

University of Wisconsin-Madison

May 2019

Bachelor of Science in Business Administration

Concentration: Information Systems Management

Relevant Coursework: Database Management, Systems Analysis & Design, Business Process Management, Statistics

Senior Capstone: Analyzed supply chain inefficiencies for local manufacturing company using data modeling techniques

PROFESSIONAL DEVELOPMENT

Business Analysis Fundamentals 2024

IIBA

Advanced SQL for Data Analysis 2023

DataCamp

40-hour program

Agile Business Analysis Certificate 2022

Coursera

Tableau Desktop Specialist Certification 2022

CERTIFICATIONS

CBAP (Certified Business Analysis Professional) In Progress, expected June 2024

IIBA

CCBA (Certification of Competency in Business Analysis) 2023

IIBA

Certified ScrumMaster (CSM) 2022

Scrum Alliance

Lean Six Sigma Green Belt 2021

ASQ

AWARDS & RECOGNITION

Excellence in Process Improvement Award 2023

TechSolutions Inc.

Recognized for leading initiative that reduced customer onboarding time by 50% through comprehensive process redesign

Outstanding New Employee

2020

GlobalRetail Corp.

Acknowledged for exceptional analytical contributions during first year, including identification of \$500K cost savings opportunity

Dean's List

2018-2019

University of Wisconsin-Madison

Recognized for academic excellence in business analysis and information systems coursework

Case Competition Winner

2019

Midwest Business Analytics Challenge

Led team in developing data-driven solution for retail inventory optimization problem

PROJECTS

Customer Portal Redesign

2023

Led requirements gathering and stakeholder management for \$1.2M customer-facing portal upgrade, resulting in 35% improvement in user satisfaction scores

Supply Chain Optimization Analysis

2022

Conducted comprehensive analysis of vendor management processes, identifying bottlenecks that led to 20% reduction in procurement cycle time

Digital Transformation Roadmap

2021

Collaborated with senior leadership to assess current state capabilities and define future state requirements for enterprise-wide digital initiatives