EMILY J. SMITH

FUNCTIONAL BUSINESS ANALYST

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SUMMARY

Results-driven Functional Business Analyst with experience in business analysis, process improvement, and solution design. Proven ability to work collaboratively with stakeholders to deliver high-quality solutions. Skilled in business analysis techniques, agile methodologies, and data analysis.

EXPERIENCE

Business Analyst Intern

Jun 2022 - Aug 2022

Ernst & Young (EY)

New York, New York, USA

Contributed to the development of business requirements documents, use cases, and process maps to support the implementation of a cloud-based CRM system.

- Utilized business analysis techniques, such as root cause analysis and SWOT analysis, to identify business process improvements
- Collaborated with stakeholders, including project managers, developers, and business users, to gather and document requirements
- Assisted in the creation of data visualizations and reports to support business decision-making, resulting in a 25% reduction in sales cycle time
- Developed and maintained project documentation, including meeting minutes, action items, and project plans, to ensure transparency and accountability

Junior Business Analyst

Sep 2022 - Present

Deloitte Consulting

Chicago, Illinois, USA

Provided business analysis support for the implementation of a digital transformation project, including the development of business cases, requirements gathering, and solution design.

- Conducted stakeholder interviews and surveys to gather business requirements, resulting in a 95% satisfaction rate with the final solution
- Analyzed business processes and identified areas for improvement, recommending changes that resulted in a 30% reduction in operational costs
- Developed and maintained business process models, using tools such as Visio and Lucidchart, to support process optimization and improvement
- Collaborated with the project team to develop and implement a testing strategy, resulting in a 99% defect detection rate

PROJECTS

Digital Transformation Project

Sep 2022 - Present

Junior Business Analyst

Supported the implementation of a digital transformation project, including the development of business cases, requirements gathering, and solution design.

Agile methodologies • Jira • Confluence • Microsoft Office

Cloud-based CRM System Implementation

Jun 2022 - Aug 2022

Business Analyst Intern

Contributed to the development of business requirements documents, use cases, and process maps to support the implementation of a cloud-based CRM system.

Salesforce • Microsoft Dynamics • Tableau

SKILLS

Business Analysis | Agile Methodologies | Requirements Gathering | Solution Design | Stakeholder Management | Communication | Problem-Solving | Data Analysis | Microsoft Office | Jira | Confluence

EDUCATION

Bachelor's Degree Aug 2018 - May 2022
University of California, Berkeley Berkeley, California, USA
Business Administration GPA: 3.5/4.0

LANGUAGES

English ●●●●●
Spanish ●●●○○

CERTIFICATES

Certified Business Analyst Professional (CBAP)

International Institute of Business Analysis (IIBA) · Jun 2022

Demonstrated expertise in business analysis, with a strong understanding of business analysis principles, practices, and techniques.

Certified Associate in Business Analysis (CABA)

International Institute of Business Analysis (IIBA) · Dec 2020

showcased knowledge of business analysis fundamentals, including requirements planning, business process modeling, and solution evaluation.