

Amina Patel

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SUMMARY

Dynamic and results-driven Business Analyst with over 5 years of experience in delivering data-driven insights and optimizing business processes. Proven track record in improving efficiency by 30% and increasing revenue by \$500K through effective stakeholder collaboration and advanced analytics.

EXPERIENCE

Business Analyst

Jan 2022 - Present

Tech Solutions Inc., San Francisco, CA

- Led a cross-functional team to implement a new CRM system, reducing customer response time by 40%.
- Analyzed market trends and presented findings, contributing to a strategic plan that increased market share by 15%.
- Utilized SQL and Tableau to develop visual dashboards, improving data accessibility and decision-making speed.

Junior Business Analyst

Jun 2018 - Dec 2021

Global Finance Corp., Los Angeles, CA

- Collaborated with stakeholders to gather requirements, leading to the successful rollout of a financial reporting tool that saved 20 hours per month.
- Developed process maps that identified 25% of inefficiencies in current operations, resulting in a streamlined workflow.
- Conducted user training sessions that improved adoption rate of new systems by 35%.

Associate Business Analyst Intern

Jan 2017 - May 2018

Innovatech Ltd., Los Angeles, CA

- Assisted in the evaluation of software solutions which improved project turnaround time by 15%.
- Gathered and documented user feedback for system enhancements, increasing user satisfaction ratings by 20%.

EDUCATION

Bachelor of Science in Business Administration

May 2018

University of California, Berkeley, Berkeley, CA • GPA: 3.7

SKILLS

Technical Skills: SQL, Tableau, Python, Statistical Analysis

Tools & Frameworks: JIRA, Agile Methodology, Microsoft Excel