

JANE DOE

BUSINESS ANALYST

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KEY SKILLS

Excellent active listening, negotiation, conflict resolution and communication skills.

Time management.

Exceptional presentation and verbal communication.

Strategic and analytical thinking with a problem solving nature.

Natural curiosity and need to find the 'why' and 'how'

EDUCATION

2018

LinkedIn Learning Courses

- Business Benefits Realisation
- Project Management Foundations
- Business Process Modelling
- Business Analyst and Project Manager Collaboration
- Learning PRINCE2
- Agile Project Management Principles
- Business Analyst Foundations
- Business Analyst Competencies

2017

Tier 2 in General Insurance

Kaplan, Australia

2013 - 2015

Fitness Instructor, Personal Trainer & Boxing Instructor

AMAC Sports & Boxercise, England

EXPERIENCE

Junior Business Analyst – IT Company

Mar 2018 - Present

- Internal promotion to Junior Business Analyst from previous role
- Process improvement for Financial Services Companies
- Streamline and automation of manual processes
- Requirements documentation and analysis
- System design including database mapping
- User Interface and User Experience Design
- Working closely with in house developers and offshore developers to define requirements and test products

PROJECTS:

- Produced access database for Salary Packaging Card Company
- Automated the processing of daily bank files
- Automated the generation of End Of Month Reporting
- Function Improvements to existing Novated Lease system
- Implemented the conversion of an insurance quote request form (excel) to an online web form – Including user interface requirements
- System Design for Salary Packaging Card Company and System Design for Novated Lease Finance Company – Including requirements gathering, workflows, mock ups, user interface design, database mapping and writing full User Requirements Specification Documents.
- Implementation of transition to new insurance provider
- Full automation plan for insurance company – reducing manual communication via email

Customer Service Administrator – Financial Services Company

Apr 2017 – Jul 2018

- Dynamic role working across 4 entities in the Financial Services Industry (Motor Insurance, Salary Packaging Cards, Rewards Program and Novated Lease Finance)
- Developed process guidelines for all entities
- Created training documentation for new staff and provided training
- Assisted new customers (B2B) with the transition to our Card Program
- Assisted with the testing and launch of a Rewards Program
- Managed email inboxes, phone enquiries and web chat

Hospital advocacy consultant – Health Insurance

Nov 2016 - Apr 2017

- High volume of inbound calls from hospital, medical and ancillary providers regarding patient claims

Feature Implementation – Software Company

Dec 2015 – May 2016

- Participated in the launch of a new product by training customers, designing marketing material and answering customer queries.
- Organised and installed software upgrades
- Software implementation troubleshooting

INTERESTS

Nature, photography, fitness and health, listening to music and gaming.

REFERENCES

Available upon request.