

First Last

Technical Business Analyst

New Orleans, Louisiana • +1-234-456-789 • professionalemail@resumeworded.com • [linkedin.com/in/username](https://www.linkedin.com/in/username)

WORK EXPERIENCE

Resume Worded, New York, NY 09/2015 – Present
Augmented reality startup with 50+ employees and \$100m+ annual revenue

Technical Business Analyst

- Created end-user training manuals for 80+ employees within the department on how to use the latest technology products.
- Researched and designed database changeover for critical business data by replacing 60% of RW's legacy system with a new program.
- Analyzed corporate email system data delivery to ensure 98% reliability of electronic messages between 30+ executives and members of staff.
- Managed secure electronic files on 2200+ clients associated with international business transactions using Exchange Server 2015.

Polyhire, London, United Kingdom 10/2012 – 08/2015
Provides quality assurance and control testing for global markets

Scrum Master

- Provided support for continuous improvement within 10+ departments by facilitating meetings after each project and iteration.
- Engaged with 40+ lead product owners to align company roadmaps with team members' practical software development needs.
- Initiated a series of analysis meetings that brought 30+ engineering leaders and 20+ senior management members together, helping to drive time-critical releases to completion.

Growthsi, London, United Kingdom 07/2010 – 09/2012
Career training and membership SaaS with 150,000 paying users

Product Owner

- Developed user stories that leadership cited as instrumental in achieving \$130K VC funding in the first year of employment.
- Negotiated quarterly goals with a 10-member team, which helped to slash delivery time by 49%, an improvement over previous years.
- Increased user satisfaction scores from 20% to 48% by incorporating client requirements into user stories, exceeding management's Q1 2012 expectations.

Solutions Architect, ABC Company, London, United Kingdom 11/2008 – 12/2009

System Analyst, XYZ Company, London, United Kingdom 07/2005 – 10/2008

EDUCATION

Resume Worded University, New York, NY 06/2005
Bachelor of Science – Computer Science

SKILLS

Hard Skills: User validation (Advanced), Requirements Gathering (Experienced), User Acceptance Testing

Techniques: Agile Methodologies, Stakeholder Management, Business Process Improvement, User Stories