

 (555) 123-4567

 max.turner@email.com

 San Francisco, CA

EDUCATION

Bachelor of Science in Information Technology

University of California, Berkeley
Graduated: 2014

Certifications

- Certified Business Analysis Professional (CBAP), June 2019
- Agile Certified Practitioner (PMI-ACP), August 2020
- Certified ScrumMaster (CSM), April 2018

SKILLS

- Requirements Gathering
- Agile Methodologies
- Business Process Improvement
- Data Analysis (SQL, Excel)
- User Acceptance Testing (UAT)
- Project Management

MAXWELL TURNER

SENIOR IT BUSINESS ANALYST

PROFESSIONAL SUMMARY

Detail-oriented Senior IT Business Analyst with over 10 years of experience in bridging the gap between IT and business needs. Proven track record in requirements gathering, process improvement, and implementing technology solutions that enhance operational efficiency. Adept at working in Agile environments and managing cross-functional teams to deliver high-quality software products.

EXPERIENCE

- April 2018 - Now

Senior IT Business Analyst

CerebroTech Solutions / San Francisco, CA

- Collaborate with stakeholders to gather requirements for a new customer relationship management (CRM) system, resulting in a 30% improvement in user satisfaction scores.
- Lead Agile sprints, facilitating daily stand-ups and ensuring timely delivery of project milestones.
- Analyze existing IT systems and processes, recommending enhancements that reduced operational costs by 20%.
- Develop comprehensive training materials and conducted workshops for over 100 end-users, leading to a 40% increase in system adoption.

- January 2015 - March 2018

IT Business Analyst

Kinetic Energy Corp / San Francisco, CA

- Worked closely with software developers to create technical specifications for system enhancements, ensuring alignment with business objectives.
- Conducted user acceptance testing (UAT) to validate functionality and user requirements, ensuring successful deployment of software solutions.
- Managed project documentation, including requirements specifications and process flow diagrams, which improved project clarity and communication.
- Spearheaded a data migration project that successfully transferred 1 million customer records with zero data loss, enhancing system reliability.