|  |  |  |
| --- | --- | --- |
| Sarah Smith | | |
| Summary  Results-oriented Technical Business Analyst with over 5 years of experience in bridging the gap between IT and business operations. Proven track record in leading projects that enhance business processes and improve data reporting accuracy.  Work Experience  **Business Analyst Mar 2020 – Present**  Digital Innovations Ltd. Los Angeles, CA   * Led the requirements gathering process for a new CRM system, improving customer data retrieval by 30%. * Collaborated with cross-functional teams to streamline reporting processes, reducing report generation time by 25%.   **Associate Business Analyst Jan 2018 – Feb 2020**  Future Tech Solutions Los Angeles, CA   * Facilitated workshops to gather requirements from stakeholders, resulting in a comprehensive project scope. * Conducted data analysis to identify trends, providing actionable insights that contributed to a 20% increase in sales.   Education Bachelor of Science: Information Systems May 2017 *California State University**Los Angeles, CA*  certifications   * Certified Scrum Master (CSM) – Scrum Alliance – 2021 | Contact  (987) 654-3210  sarahsmith@example.com  Los Angeles, CA 90001  Skills  Requirements Analysis  Data Modeling  Agile Methodologies  SQL  Business Process Improvement  User Acceptance Testing  Stakeholder Management  Documentation  Project Management |