|  |
| --- |
| Michael Johnson |
| SummaryDynamic Senior Technical Business Analyst with over 10 years of experience in delivering technology solutions that drive business growth. Expertise in leading cross-functional teams and managing large-scale projects to optimize business operations and enhance customer satisfaction.Work Experience**Senior Business Analyst Apr 2018 – Present**Global Tech Solutions Chicago, IL* Spearheaded the implementation of an enterprise resource planning (ERP) system, increasing operational efficiency by 40%.
* Developed comprehensive business cases that secured over $1M in funding for strategic initiatives.

**Business Analyst Jun 2013 – Mar 2018**Tech Innovations Group Chicago, IL* Managed a team of analysts in the delivery of data-driven solutions that improved client satisfaction scores by 35%.
* Executed process mapping and optimization initiatives that resulted in a 20% reduction in costs.

EducationMaster of Business Administration Jan 2013*University of Chicago**Chicago, IL*Bachelor of Science: Computer Science Jan 2011*University of Illinois**Chicago, IL*certifications* Project Management Professional (PMP) – PMI – 2016
 | Contact(555) 123-4567michaeljohnson@example.comChicago, IL 60601SkillsStrategic PlanningProject ManagementData AnalyticsChange ManagementRequirements EngineeringAgile & Waterfall MethodologiesProcess Re-engineeringLeadershipStakeholder EngagementRisk Management |