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| Michael Johnson | | |
| Summary  Dynamic 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.   Education Master 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) 123-4567  michaeljohnson@example.com  Chicago, IL 60601  Skills  Strategic Planning  Project Management  Data Analytics  Change Management  Requirements Engineering  Agile & Waterfall Methodologies  Process Re-engineering  Leadership  Stakeholder Engagement  Risk Management |