

BIANCIA BESIO

Business analyst

biancia.besio@gmail.com

(146) 046-1447

5643 Maple St, New Orleans, LA 70117



PROFILE

As a business analyst, I have over 3 years of experience in conducting analysis and developing recommendations to improve process efficiency. My skills include proficiency in Excel, data visualization, problem solving ability, and excellent communication. I am able to work independently as well as collaboratively with a team.

LINKS

[linkedin.com/in/bianciabesio](https://www.linkedin.com/in/bianciabesio)

SKILLS

Business analysis

Business process improvement

Requirements gathering and management

Functional specification development

Process modeling/mapping

Data analysis and reporting

Project management

LANGUAGES

English

Mandarin

EMPLOYMENT HISTORY

● Business Analyst at The Home Depot, LA

Jun 2022 - Present

- Led the business analysis for a \$1.2 million project to streamline the claims process for a major insurance company, resulting in an increase of 12% in efficiency.
- Gathered requirements from 25 stakeholders across 5 departments for a new CRM system and created detailed documentation that was used by developers to create the system.
- Wrote 4 user stories per 2-week sprint cycle as part of an agile software development team, totaling over 100 user stories over the course of 6 months.
- Conducted interviews with customers to understand their needs and pain points, which led to developing 3 new features that increased customer satisfaction by 15%.
- Analyzed data from multiple sources to identify trends and created visualizations to communicate findings to senior management.

● Business Analyst II at Baton Rouge General Medical Center, LA

Sep 2019 - Apr 2022

- Conducted analysis on current organizational processes and procedures to increase efficiency by 30%.
- Wrote user stories and acceptance criteria to be used in agile development process for new software application.
- Gathered requirements from various business units within the company, translated them into technical specifications, and then communicated those specs to the development team.
- Led team of 4 analysts in creating as-is and to-be process maps for a large scale system implementation project.
- Utilized SQL queries to extract data from multiple databases for analysis which led to identifying \$600K in annual cost savings opportunities.
- Authored 50+ page Business Requirements Document that was approved by executive stakeholders prior to beginning 6 month long software development project.

EDUCATION

Bachelor of Science in Business Administration at Louisiana State University, LA

Sep 2015 - May 2019

Some skills I've learned are how to manage a business, how to do marketing research, and how to develop a marketing plan.