

Gladyce Aitkin

Business Process Analyst

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📍 123456 Main St, Los Angeles, CA 90001

EDUCATION

Bachelor of Science in Business Administration at University of California, Berkeley

Sep 2015 - May 2019

I have learned how to manage my time, money and resources efficiently.

LINKS

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

SKILLS

Business Process Modeling

Business Analysis

Requirements Gathering

Functional Specifications

Use Case Development

Process Flow Diagrams

Data Modeling

LANGUAGES

English

Hindi

HOBBIES

Organizing

Puzzles

Reading

PROFILE

I am a Business Process Analyst with over three years of experience streamlining processes for small to medium businesses. I have a keen eye for detail and enjoy finding innovative solutions to problems. I thrive in fast-paced environments and work well under pressure. I am an excellent communicator and have superb organizational skills. My goal is always to increase efficiency and productivity within the workplace.

EMPLOYMENT HISTORY

● Business Process Analyst at IBM, ID

Apr 2022 - Present

- Implemented a new business process that increased efficiency by 30%.
- Redesigned an existing business process that saved the company \$100,000 per year.
- Developed a training program for new hires that reduced turnover by 25%.
- Created a set of best practices for sales teams that boosted close rates by 20%.
- Analyzed data to identify trends and recommend changes that improved customer satisfaction scores by 10%.
- Wrote user manuals and documentation for several complex processes, which helped reduce support calls by 15%.

● Business Process Analyst II at Accenture, ID

Aug 2019 - Feb 2022

- Streamlined the process for new customer onboarding by creating a step-by-step guide, which reduced the average time to on board a new customer from 2 weeks to 5 days.
- Developed and implemented a CRM system for the sales team, which increased sales by 10% in the first year.
- Led a cross-functional team in streamlining the order fulfillment process, resulting in a 20% reduction in lead time.
- Conducted business analysis for XYZ project and created detailed requirements documents that were used by development teams to create the software solution.
- Trained 50+ employees on using Salesforce CRM system.
- Wrote user manuals and trainings materials for various business processes and systems.

CERTIFICATES

Certified Business Process Analyst (CBPA)

Apr 2021

Certified Six Sigma Green Belt

Oct 2019

MEMBERSHIPS

Institute for Business Process Management

American Institute for Business Process Management