

Laura Camarata

Business Systems Analyst

✉ laura.camarata@gmail.com

☎ (379) 033-0648

📍 15679 W Bell Rd, Surprise, AZ 85374

EDUCATION

Bachelor of Science in Business Administration at Arizona State University

Sep 2015 - May 2019

Some skills I've learned are critical thinking, problem solving, time management, and working in a team.

LINKS

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

SKILLS

Business analysis

Requirements gathering

Process mapping

Business process improvement

Data analysis and modeling

Systems analysis and design

Project management

LANGUAGES

English

Hindi

HOBBIES

Organizing and cleaning

Listening to music

Watching TV/movies

PROFILE

I am a Business Systems Analyst with over three years of experience. I have worked extensively with clients to understand their business needs and create custom solutions that streamline processes and improve efficiency. I possess excellent analytical, problem-solving, and communication skills which allow me to effectively collaborate with cross-functional teams and manage projects from start to finish. My goal is always to deliver high-quality results that exceed expectations while also providing an exceptional level of customer service throughout the entire process.

EMPLOYMENT HISTORY

● Business Systems Analyst at Blue Cross Blue Shield of Arizona, AZ

Mar 2022 - Present

- Led a team of 4 business analysts in redesigning the company's customer loyalty program, resulting in a 10% increase in customer retention.
- Coordinated with cross-functional teams to streamline order processing and fulfillment, reducing cycle time by 20%.
- Developed an analytics platform that reduced data analysis time for marketing campaigns by 50%.
- Implemented a new CRM system that increased sales productivity by 15%.
- Wrote user stories and requirements specifications that were used to develop a mobile app which was downloaded 100,000 times in its first month.

● Business Systems Analyst II at UnitedHealthcare, AZ

Aug 2019 - Feb 2022

- Led the development of a new business intelligence system that increased efficiency by 30%.
- Successfully gathered requirements from 25+ stakeholders for a complex CRM implementation.
- Wrote 10 user stories per week as part of an agile software development team.
- Created process maps and documentation that helped reduce errors in data entry by 15%.
- Trained 5 junior business analysts on best practices for systems analysis and requirement gathering.

CERTIFICATES

Certified Business Systems Analyst Professional (CBSAP)

Dec 2020

Certified Software Development Professional (CSDP)

Apr 2019

MEMBERSHIPS

Institute of Business Consulting

Association for Systems Management