


SHARON WONG

Business Analyst

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Roseville, CA 

PROFESSIONAL SUMMARY

Analytical and results-driven Business Analyst with 7 years of experience in analyzing business processes and driving strategic initiatives to improve efficiency and profitability. Proficient in data analysis, process optimization, and project management.

EDUCATION

2013 - 2017

Bachelor of Science in Business Administration

Bethany College California / Scotts Valley, CA

SKILLS

- Data Analysis Expert
- Business Intelligence Expert
- Strategic Planning Expert
- SQL Expert
- Microsoft Excel Expert
- Presentation Skills Expert
- Risk Assessment Expert
- Technical Writing Expert
- Negotiation Skills Expert

COURSES

2024

Certified Risk Management Professional (CRMP)

Risk Management Society (RIMS)

2023

PMI Risk Management Professional (PMI-RMP)

Project Management Institute (PMI)

EXPERIENCE

2020 - Now

Business Analyst Tech Solutions Inc. / Roseville, CA

- Lead cross-functional teams in analyzing business processes and identifying opportunities for improvement, resulting in a 20% increase in operational efficiency.
- Conduct thorough data analysis to identify trends and patterns, providing insights that drove strategic decision-making and improved business performance.
- Collaborate with stakeholders to gather requirements, define project scope, and develop solutions to address business needs.
- Utilize tools such as SQL, Excel, and Tableau to extract, transform, and visualize data for reporting and analysis purposes.

2017 - 2020

Business Process Analyst Roseville Manufacturing Co. / Roseville, CA

- Analyzed existing business processes and identified areas for improvement, resulting in a 15% reduction in processing time and a 10% increase in customer satisfaction.
- Worked closely with department heads to redesign workflows and implement process changes, driving efficiency gains and cost savings.
- Conducted training sessions for staff on new processes and systems, ensuring smooth implementation and adoption.
- Developed and maintained process documentation, including standard operating procedures (SOPs) and process maps.