

GAYLE GATOR

Houston, TX | (832) 000-0000 | gayle.gator@outlook.com

SUMMARY

Business Analyst with 6+ years of experience supporting business solutions and analyzing business operations in the banking and oil and gas industries. Proven ability to improve business profitability and efficiency. Possess an A.A.S in Business Management and candidate for B.A.A.S. in Applied Administration.

SKILLS

Experienced with Siebel, Avaya, SAP, SharePoint, Great Plains, Salesforce, and Crystal Reports
Proficient in Microsoft (MS) Office (Excel, Word, Outlook, PowerPoint, Visio)
Expert knowledge of SQL and Relational Database Management Systems

WORK HISTORY

Optimum LLC, Houston, TX

Business Analyst

July 2015 – Present

- Analyze profitability of ATM terminals, work with Sales to improve profitability by 30%
- Query data to assist the team with investigation of issues, and monthly tasks such as commission payment runs, fee settlement reports, updates to existing data, and creation of new data
- Gathering business and data requirements from business stakeholders and analyze data to find lost revenue
- Identify, document, & implement business process improvements, increasing efficiency by 20%
- Prepare Fee Settlement statements for merchants with \$50,000 thresholds for accounting

Gain Energy, Houston, TX

Quality Control Analyst

September 2013 – July 2015

- Applied corporate systems to analyze trends and detect gaps in order to provide recommendations for employee performance and process improvements
- Facilitated calibration meetings to measure consistency level at 90% against business and quality expectations
- Improved best practices for new performance initiatives for 8 retail brands
- Produced 85-100 audits per month to measure performance against company goals
- Trained over 20 employees on the maintenance and implementation of business rules and policies and delivered and maintained KPI reports based on employee performance evaluations

Account Management Representative

February 2011 – September 2013

- Operated as a Subject Matter Expert for problem-solving customer accounts
- Built and maintained strong client relationships for 50 small business and commercial portfolio accounts
- Exceeded retention-conversion goal of 40% in negotiating and executing contract renewals

EDUCATION

University of Houston-Downtown, Houston, TX

Bachelor of Arts and Sciences in Applied Administration Candidate, cum laude, December 2018

GPA: 3.6/4.0

Lone Star Community College, Houston, TX

Associate of Applied Arts and Science in Business Management, December 2015