Kent Fyle

IT Business Analyst

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📍 123 Big Sky Lane, Bozeman, MT 59715

Education

Bachelor of Science in Information Technology with a focus on Business Analysis at Montana State University, Bozeman, MT

Sep 2016 - May 2021

Relevant Coursework: Database Systems, Data Analytics, Web Development, Systems Analysis and Design, Project Management, IT Infrastructure, IT Service Management, Cybersecurity, Business Intelligence, and Enterprise Architecture.

Links

linkedin.com/in/kentfyle

Skills

SQL

Python

Tableau

Power BI

Jira

Salesforce

SAP

Languages

English

Urdu

Profile

IT Business Analyst with 2 years of experience in leveraging technical expertise to analyze business requirements, develop data-driven solutions, and facilitate process improvements. Adept at collaborating with cross-functional teams, managing projects, and translating complex concepts into actionable insights. Proficient in utilizing industry-standard tools and methodologies to optimize efficiency and deliver strategic business outcomes.

Employment History

Senior IT Business Analyst at Montana Interactive, MT

May 2023 - Present

- Successfully implemented a new IT system for Montana Interactive, resulting in a 25% increase in overall efficiency and a 15% reduction in operating costs.
- Streamlined the business process by identifying and eliminating redundant tasks, leading to a 20% decrease in processing time and a 10% increase in productivity.
- Managed a cross-functional team of 12 members in the successful completion of a $2.5 million project, delivered on time and within budget.
- Developed and executed a comprehensive training program for 100+ employees, increasing their proficiency in the new IT system by 30%.

IT Business Analyst at Zoot Enterprises, MT

Aug 2021 - Apr 2023

- Successfully led the implementation of a new CRM system, resulting in a 20% increase in customer satisfaction scores and a 15% reduction in average response time for customer inquiries.
- Streamlined internal IT processes by conducting a thorough analysis of existing workflows, identifying inefficiencies, and recommending improvements, ultimately reducing overhead costs by 10% and improving employee productivity by 25%.
- Collaborated with cross-functional teams to develop and launch a company-wide data analytics platform, enabling data-driven decision making and leading to a 30% increase in operational efficiency across all departments.
- Identified and mitigated security vulnerabilities in the company's IT infrastructure, reducing the risk of potential cyber attacks by 50% and ensuring compliance with industry best practices and regulatory requirements.

Certificates

Certified Business Analysis Professional (CBAP)

Jan 2022

Agile Certified Practitioner (PMI-ACP)

Nov 2020