Carmelina Paulhamus

Senior Business Analyst

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📞 (189) 202-8337

📍 123 Maple Street, Concord, NH 03301

Education

Master of Business Administration in Business Analytics at University of New Hampshire, Durham, NH

Aug 2014 - May 2018

Relevant Coursework: Data Analytics, Big Data Management, Machine Learning, Predictive Modeling, Data Visualization, Marketing Analytics, Financial Analytics, Supply Chain Analytics, Decision Analysis, and Business Strategy.

Links

linkedin.com/in/carmelinapaulhamus

Skills

Tableau

SQL

PowerBI

Python

Salesforce

Jira

R

Languages

English

French

Profile

Senior Business Analyst with 5 years of experience in leveraging data-driven insights to drive business improvements and optimize overall performance. Proficient in analyzing complex data sets, identifying trends, and developing strategic recommendations for diverse industries. Proven track record of collaborating with cross-functional teams, implementing process improvements, and streamlining operations. Adept at delivering high-quality reports and presentations to stakeholders, fostering data-driven decision-making and driving sustainable growth.

Employment History

Senior Business Analyst at Liberty Mutual Insurance, NH

Mar 2023 - Present

- Led a cross-functional team to implement a new claims management system, resulting in a 15% reduction in processing time and saving the company $1.2 million annually.
- Conducted a comprehensive analysis of customer data, identifying trends and patterns that led to the development of targeted marketing campaigns, increasing customer retention by 8% and generating an additional $3 million in annual revenue.
- Streamlined the underwriting process through the integration of advanced analytics tools and automation, reducing manual work by 25%, improving risk assessment accuracy, and contributing to a 10% increase in overall underwriting efficiency.

Business Analyst II at Fidelity Investments, NH

Jul 2018 - Jan 2023

- Successfully implemented a new data analytics tool that increased operational efficiency by 25% and reduced data processing time by 30%, enabling the team to make more informed business decisions.
- Conducted in-depth analysis of key performance indicators (KPIs) for a major business unit, resulting in the identification of $2 million in cost savings opportunities and driving a 15% increase in overall profitability.
- Led a cross-functional team to redesign and optimize a critical business process, leading to a 20% reduction in turnaround time and an improvement in customer satisfaction scores by 10%.

Certificates

Certified Business Analysis Professional (CBAP)

Nov 2021

Agile Analysis Certification (IIBA-AAC)

Apr 2020