

# Emily Dawson

Junior Business Analyst

City, ST 98765

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Analytical problem-solver with strong research and reporting skills

Recent graduate with experience in research, customer data analysis, and project coordination. Eager to contribute to business improvement initiatives through accurate reporting and stakeholder support.

## Professional Experience

### Junior business analyst

Riverfront Media | Boston, MA

June 2024 - Present

- Assists in customer journey mapping and monthly reporting, contributing to 10% lift in user engagement
- Conducts competitive market research and supports presentations to leadership

### Customer service associate

Books & Co. | Boston, MA

September 2021 - May 2024

- Tracked customer preferences and made product recommendations that increased average order value by 12%
- Managed feedback system to identify top service issues

## Key Skills

Business research



Customer segmentation



Data collection



Excel



Google Analytics



Market trend analysis



## Education

Bachelor of Arts in Business Administration  
Northeastern University | May 2024