



Jesse Martin

Business Systems Analyst

Business Systems Analyst with 8 years of experience bridging the gap between business needs and technology solutions. Skilled in requirements gathering, process mapping, and system integration. Adept at translating user feedback into actionable system enhancements.

PROFESSIONAL EXPERIENCE

July 2017 - Present

Business Systems Analyst | BrightCore Technologies | Seattle, WA

- Led requirements gathering for enterprise software upgrade, improving operational efficiency by 20% across three departments
- Partnered with developers to design custom modules, reducing manual entry time by 30%
- Managed system testing phases, ensuring 98% defect resolution before deployment

June 2015 - July 2017

Systems Analyst | Pacific Data Solutions | Seattle, WA

- Created process documentation that reduced onboarding time for new users by 25%
- Conducted system audits, identifying redundancies that saved \$150K annually in licensing fees
- Coordinated data migration for ERP system implementation, ensuring zero downtime for end users

EDUCATION

Bachelor of Science in Information Systems

University of Washington | Seattle, WA | May 2015

CERTIFICATIONS

Certified Business Analysis Professional (CBAP), International Institute of Business Analysis, April 2021

PERSONAL INFORMATION

 (000) 000-0000

 jesse.martin@email.com

 LinkedIn

 City, ST

KEY SKILLS

- Process Mapping
- Requirements Gathering
- Software Testing
- System Integration
- Technical Documentation
- User Training