

XAVIER SANTIAGO

Agile Business Analyst

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☎ (123) 456-7890

📍 Anchorage, AK

🌐 LinkedIn

EDUCATION

B.S.

Business

Georgetown University

📅 September 2010 - April 2014

📍 Washington D.C.

SKILLS

Agile Development

SQL (MySQL, PostgreSQL)

Advanced Microsoft Excel

Trello

Powerpoint

JIRA

Github

WORK EXPERIENCE

Agile Business Analyst

Teachable

📅 May 2018 - current

📍 Anchorage, AK

- Owned business development, and met 96% of deadlines by identifying and mitigating engineering roadblocks
- Acted as the liaison among product, IT, and sales teams to understand customer demand for new features and new potential markets to move into
- Fostered communication between stakeholders, engineering, and marketing, resulting in improved speeds of feature development life-cycle by 26% year over year
- Developed 7 different user stories for a new subscription product, leading to more focused marketing copy resulting in an ROI increase of 15%

Agile Business Analyst

Alaska USA Federal Credit Union

📅 August 2016 - May 2018

📍 Anchorage, AK

- Managed the product backlog, and efficiently re-prioritized the backlog resulting in coming under budget by \$55K, on average, for projects during tenure
- Owned planning and scheduling of 2-week sprints, articulated product vision to engineers, and defined 97% of product goals in the beginning of 2017
- Created user story acceptance criteria to achieve buy-in from stakeholders, and refined stories with Scrum teams
- Designed workflows and operations charts, documenting existing procedures to determine inefficiencies and waste

Business Analyst Intern

Hootsuite

📅 August 2014 - August 2016

📍 Washington D.C.

- Worked to understand how existing product suite could be leveraged to increase customer retention through increasing product usage by 16%
- Created feasibility criteria for expanding into a new market, and sized that market opportunity to be \$4.3M
- Collaborated with 6 analysts to update requirements and scope, and assisted in client/stakeholder meetings
- Reviewed and interpreted user feedback, and conducted research to stay on top of trends, reporting insights to team