

CARLOS SANTOS

Business Analyst Retail Domain

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☎ (123) 456-7890

📍 Richmond, VA

🌐 [LinkedIn](#)

WORK EXPERIENCE

Business Analyst Retail Domain

CarMax

📅 2021 - current

📍 Richmond, VA

- Implemented Microsoft Excel to analyze sales data, identifying product categories with the highest profit margins, resulting in a 27% increase in profitability.
- Increased the inventory turnover rate by 13% with SAP ERP, leading to improved cash flow and reduced holding costs.
- Leveraged data insights from Oracle SCM Cloud for strategic sourcing, **realizing \$1.5M+ in cost savings** through optimized vendor negotiations.
- Integrated JDA Software's price optimization feature which led to an 8% rise in profit margins using dynamic pricing strategies.

Business Analyst Assistant

Deloitte

📅 2018 - 2021

📍 Arlington, VA

- Used QlikView in Deloitte's supply chain analytics to uncover cost-saving opportunities, achieving a \$26,742 cut down in logistics expenses.
- Supported senior analysts in market research, assisting them to identify upcoming trends that influenced 4 major client strategies.
- Conducted rigorous data cleansing using QlikView, contributing to a **19% reduction in data errors**.
- Headed a market analysis project using RapidMiner, discovering unique growth opportunities that boosted client revenue by 17%.

Merchandising Coordinator

Walmart

📅 2015 - 2018

📍 Bentonville, VA

- Incorporated Salesforce tools for inventory forecasting, shrinking overstock incidents by 24%.
- Boosted online sales by 28% through optimized product listings and promotions on Shopify POS.
- Analyzed customer purchasing trends using Walmart's database, leading to the introduction of 6 high-demand products, **accelerating category sales by 14%**.
- Developed 103 planograms using Lucidchart, resulting in a 17% faster stocking process while saving labor costs.

EDUCATION

Bachelor of Science
Commerce

University of Virginia

📅 2011 - 2015

📍 Charlottesville, VA

SKILLS

- Microsoft Excel
- Salesforce
- SAP ERP
- QlikView
- Oracle SCM Cloud
- Shopify POS
- RapidMiner
- JDA Software
- Lucidchart
- Jira