

# MATTHEW INGRAM

## IT Business Analyst

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☎ (123) 456-7890

📍 Redmond, WA

in [LinkedIn](#)

## WORK EXPERIENCE

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### Business Analyst

#### Microsoft

📅 June 2021 - current 📍 Redmond, WA

- Employed iRise for prototyping and requirement visualization, **reducing design revision requests by 18%**
- Led a project to replace outdated software, using Postman for API testing, thereby reducing software-related issues by 32%
- Influenced the decision-making of 7 high-impact projects by using MicroStrategy to facilitate in-depth business intelligence reports
- Enhanced data-driven decision-making by designing custom Power BI dashboards for senior management

### Junior Business Analyst

#### Vanguard

📅 July 2018 - May 2021 📍 Malvern, PA

- Contributed to the training of 20+ colleagues on the effective use of Power BI, leading to an 11% increase in BI usage
- Supported a team of senior analysts in creating visual models using iRise and shortened the client approval process by 8%
- Improved project delivery time by facilitating the adoption of Rally for project management
- **Tested 200+ API endpoints** using Postman and contributed to the successful launch of two new software applications

### Data Entry Clerk

#### AccuWeather

📅 May 2016 - May 2018 📍 Washington D.C.

- Processed and entered 450+ data records per day into AccuWeather's proprietary systems
- Assisted in the digitization of 3,000+ pages of historical weather data and reduced physical storage needs by 38%
- Streamlined data entry processes by developing 15+ workflows using Microsoft Visio
- Provided insights that **improved data entry accuracy by 12%** by generating daily data accuracy reports on MicroStrategy

## EDUCATION

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Bachelor of Science  
Information Sciences and  
Technology

#### Pennsylvania State University

📅 September 2012 - April 2016

📍 University Park, PA

## SKILLS

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- Confluence
- Power BI
- Microsoft Visio
- Rally
- iRise
- Postman
- MicroStrategy
- Accompa

## CERTIFICATIONS

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- Certified Business Analysis Professional (CBAP)