

Natalie Dixon

Junior Business Analyst

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Seattle, WA

[LinkedIn](#)

Dedicated junior business analyst with 3 years of experience in data analysis and process improvement seeking to support Ford Motor Company's track record of innovation. Committed to enhancing operational efficiency and strategic decision-making through data-driven insights.

WORK EXPERIENCE

Boeing - Entry-Level Business Analyst

July 2020 - current

Seattle, WA

- Created QlikView reports to communicate complex data to stakeholders and inform decision-making.
- Analyzed lead data in Salesforce to identify potential customers, increasing conversions by 22%.
- Performed advanced statistical analysis in IBM SPSS to identify bottlenecks and **improve efficiency by 28%**.
- Achieved 18% reduction in reporting errors by generating automated reports with SAP BusinessObjects.

Costco Wholesale - Sales Associate

June 2017 - June 2020

Seattle, WA

- Grew customer awareness through product demonstrations that led to a **42% increase in new item sales**.
- Tracked inventory from point-of-sale systems, decreasing out-of-stock incidents by 18%.
- Maintained a customer satisfaction rate of 94% by efficiently resolving complaints and processing returns.
- Applied understanding of customer patterns to recommend better kiosk layout, boosting revenue by 13%.

Denny's - Food Server

April 2014 - May 2017

Seattle, WA

- Managed dining experience of 50+ patrons per shift, achieving an 89% average customer satisfaction score.
- Processed food and beverage orders in a timely manner with a 96% accuracy rate.
- Collaborated with kitchen staff to minimize wait times, **reducing service speed complaints by 14%**.
- Contributed process improvement suggestions to team meetings for more streamlined shift changes.

EDUCATION

University of Washington - B.A., Business Administration

September 2014 - April 2020

Seattle, WA

SKILLS

LibreOffice Calc; QlikView; Jira; Salesforce; SAP BusinessObjects; IBM SPSS

CERTIFICATIONS

- Entry Certificate in Business Analysis (ECBA)