



Shelton Boyles

Senior Business Analyst

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Los Angeles, CA 

[LinkedIn](#) 

Work Experience

Fiserv - Senior Business Analyst

January 2018 - current

Los Angeles, CA

- Served as consultant for clients on training, product evolution, and updated scope and requirements
- Analyzed reporting in Tableau to find **\$74K in savings** from ineffective vendor subscriptions
- Led 4 business analysts in documenting client requirements and implementing all parts of product lifecycle, serving as the liaison between clients and team to ensure alignment with goals
- Collaborated with C-level suite and key stakeholders to improve methodologies and operations across 500 employees

Golden State Medical Supply - Business Analyst

April 2015 - January 2018

Los Angeles, CA

- Built automatic reporting around key financial metrics for quarterly public earnings for company's learning tools line, saving 65 hours of manual work each quarter
- Assisted in developing KPIs, and tracked KPI progress, presenting reports and insights to C-level suite and stakeholders
- Aggregated data to model finances and operations, communicating reports, insights, and recommendations to 10+ departments
- Owned financial analyses, evaluating year to year and quarter to quarter reports to advise smarter resource allocation, which **decreased costs by 7% in 2017**

Evolut Health - Business Analyst

September 2011 - April 2015

Los Angeles, CA

- Documented business processes and operating procedures for an early-stage startup
- Monitored and evaluated processes to find areas of improvement, significantly **improving the client experience by 32%** by advising resource allocation to one-on-one health monitoring
- Interchanged between IT and business contacts to manage project lifecycle, and ensured team achieved 96% of deadlines by communicating realistic expectations
- Researched and presented to stakeholders, obtaining approvals for requirements and changes

Education

University of Southern California - B.S., Business

August 2007 - May 2011

Los Angeles, CA

Skills

SQL; Data Visualization: Tableau, Excel, Google Sheets, Matplotlib; Modeling; Communication ; Finance and Accounting