

MATTHEW EVERETT

412 Worley Circle, Toronto
Home: (289) 555-1111, Cell: (289) 555-1212
E-mail: matt.everett@net.com

Objective

To serve client needs in a Business Analyst role where I have every opportunity to solve challenging problems in a fast-paced professional organization

Education

B.Comm - I.T Management (Enterprise Resource Planning with SAP r/3)
Minor in Human Resources

- **3** yrs experience in Business Analysis and Design – aligning complex processes with overall company strategy to lower TCO and improve performance (SDLC, Workflow design)
- **3+** yrs experience in Business & Financial analysis, BPR, reports & documentation
- **2+** years experience in SAP ERP utilizing SAP r/3 - ERP, SD, MM and CRM modules

Project Management highlights

- Successfully completed a key Consultancy team project over 8 months involving a comprehensive strategic evaluation of a firm and strengthening key business areas to increase efficiency and competitiveness. Business Requirements were gathered and documented on all internal business processes: supply chain, manufacturing, logistics to sales & service in order to prepare a plan of action going forward. RFP's were submitted to key vendors and cost/benefit analysis determined the best solution for the firm given its assets and technology. Targeted solution enabled client to save **\$2 million over 3 years** thanks to optimal solutions that aligned well with company culture, goals and strategy.
- Ran and successfully led 4 concurrent high-value projects in teams that oversaw the management of a new firm with a simple mission and strategy and building it into a leading high-tech company in 3 months. My team proudly **won Expert Consultants for Business Growth!**

Work Experience

CBR Social Network

2008

Manager of Traffic

- Acted as Buyer of Advertising through ad deals with U.S clients to increase CBR user base
- Strategically sought advertising spots by running test campaigns for two 2-week periods
- Managed and optimized ad campaigns by modifying PO's to meet target cost/conversions
- Maximized traffic sources through use of various tools & resources (Google Analytics)
- Managed several small projects in priority and in collaboration with other team players

MERGER BANK

2007-2008

Customer Service Representative

- Performed all transactions such as deposits, bill payments, fund transfers etc quickly, effeciently and with a highly positive attitude towards clients
- Built rapport & trust w/clients while greeting them as soon as they step in, thereby making them feel comfortable early on – in keeping with bank's commitment to quality of service
- Helped deliver consistent quality customer service by taking care of customer concerns & needs in a professional manner and escalating any concerns not
- Performed due diligence and authentication procedures on items promptly, by getting initials and confirmation from higher authorities for all transactions that go beyond my limits

- Increased sales of key products & services by not only providing solutions to consumer needs but also new products such as visa cards, lines of credit, referrals to sales staff and more. This led to overall pace above 100%.
- Helped reduce posting errors by triple checking each transaction and restating/reconfirming
- Helped foster a fun yet professional environment at work for colleagues, managers and customers alike

Technical skills

Applications	Years Used	Proficiency/Skills
• Microsoft Office Suite(Word, Excel, Project, Visio)	8+	Expert
• SQL Server 2005, Windows Server 2003	5+	Advanced
• SAP R/3 ERP, SCM, CRM, APO, BW	3+	Advanced

Core strengths

- Very strong analytical, time-management and organizational skills
 - Work well with diverse groups of people with a clear vision of client and business needs
 - Excellent communication skills in report generation and presentation
 - Initiative and drive to succeed demonstrated through work experience
 - Ability to prioritize and plan workload, meet deadlines and client commitments on time and on budget in a fast-paced environment
 - Strong interpersonal skills and ability to integrate well into internal and client teams
 - Highly developed problem solving skills with sharp focus on task and long-term goals
 - Results and detailed oriented while having excellent adaptability for changes
 - Proven "outside-the-box" attitude towards real world problems
 - Thrive in a challenging, fast-paced and multi-tasking environment
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