

# ERIC ADAMS

(123) 456-7890 · email@example.com · LinkedIn | Portfolio  
City, State Abbreviation ZIP Code

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## PROFILE

Certified business analyst with five years of operational optimization within renewable energy and retail. Known for managing large-scale infrastructure projects that yield significant cost and time savings. Facilitates cross-functional collaboration to drive strategic and sustainable change.

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## KEY SKILLS

Data validation and reporting  
Cross-functional collaboration

CRM system integration  
Project and change management  
Stakeholder engagement

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## PROFESSIONAL EXPERIENCE

**Business Analyst**  
**WEC Energy Group, Milwaukee, WI**

**July 2021 – present**

- Lead analysis and support functions within the renewable energy and customer-owned electric generation systems (COGS) domain, managing over 50 projects per year
- Develop customer communication strategies to increase retention by 10%, saving an annual \$500,000 in customer acquisition costs
- Produce regular reports on COGS trends for planning and analysis of projects with a combined worth of over \$20 million
- Collaborate with the IT department to enhance the iAvenue system and reduce data entry errors by 40%

**Business Analyst**  
**RaceTrac, Atlanta, GA**

**January 2019 – June 2021**

- Reduced average project cycle time by three days with effective management of development backlogs for over 30 projects
- Identified and addressed system and process gaps, saving an average of 15 hours of troubleshooting time per week
- Implemented a new data validation protocol that caught and corrected data entry errors before impacting client-facing reports
- Collaborated with each department to integrate a new CRM system that tracked data and personalized service for more than 200 users

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## EDUCATION

**Bachelor of Business Administration (B.B.A.)**  
Marquette University, Milwaukee, WI | June 2017

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## CERTIFICATIONS

- Certified Business Analysis Professional, International Institute of Business Analysis, 2018
- Certified Salesforce Business Analyst, Salesforce Trailhead, 2017