



# Michael Thompson

## IT Business Analyst Project Manager

IT business analyst project manager with over eight years of experience in requirements gathering, process optimization, and IT solution implementation. Skilled in aligning business goals with technology solutions to improve operational efficiency.



Atlanta, GA 30301



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LinkedIn | Portfolio

## PROFESSIONAL EXPERIENCE

### IT BUSINESS ANALYST PROJECT MANAGER

ENTERPRISE SOLUTIONS GROUP, ATLANTA, GA | MAY 2017 – PRESENT

- Led the implementation of a new CRM system, improving sales team efficiency by 35%
- Conducted business process analyses to optimize IT workflows, reducing project timelines by 20%
- Facilitate Agile sprint planning and backlog refinement, enhancing cross-functional collaboration

### BUSINESS ANALYST

DATAFLOW INC., ATLANTA, GA | JUNE 2014 – APRIL 2017

- Analyzed IT project requirements and delivered solutions that improved system usability
- Created data models to support business intelligence initiatives, increasing reporting accuracy

## EDUCATION

## KEY SKILLS

- Business process analysis
- IT solution implementation
- Requirements gathering
- Stakeholder communication
- Agile methodology