




Morgan Johnson

Banking Operations Analyst

Analytical banking operations analyst with 5+ years of experience optimizing transaction processes, managing system implementations, and delivering data-driven operational improvements. Reduced processing costs by 22% through transaction analysis, led a core banking system migration with zero downtime and 99.8% data accuracy, and uncovered \$150K in reconciliation discrepancies at National Trust Bank. Skilled in KPI reporting, workflow automation, and cross-functional project coordination in fast-moving retail banking environments.

CONTACT INFORMATION

 (555) 000-0000

 email@example.com

 City, ST

KEY SKILLS

- Transaction cost analysis and process optimization
- Core banking system migration and implementation
- KPI dashboard development and reporting
- Data reconciliation and financial reporting
- SOP documentation and training support
- Workflow automation and efficiency improvement
- Cross-functional project management
- Business analytics tools (Excel, SQL, Tableau)
- Regulatory reporting and audit support

PROFESSIONAL EXPERIENCE

OPERATIONS ANALYST | NATIONAL TRUST BANK | CITY, ST
AUGUST 2018 – PRESENT

- Analyzed daily transaction data across 12 branch and digital channels to identify processing inefficiencies, implementing workflow changes that reduced per-transaction processing costs by 22% and saved \$600K annually
- Led a cross-functional team of 8 through migration to a new core banking system, achieving full cutover with zero system downtime and 99.8% data accuracy across 2M+ migrated records
- Developed monthly KPI dashboards for senior leadership covering transaction volume, error rates, SLA adherence, and cost-per-transaction metrics, improving decision visibility and reducing reporting cycle time by 30%
- Designed and automated 5 recurring reporting workflows using Excel macros and SQL queries, eliminating 15 hours of manual analyst effort per week and improving data consistency
- Supported 3 regulatory exam preparation cycles by compiling operations audit documentation, reconciling transaction records, and coordinating responses that resulted in zero exam findings

JUNIOR ANALYST | REGIONAL BANKING CORP. | CITY, ST
JUNE 2016 – JULY 2018

- Compiled and reconciled monthly financial reports for 6 branch locations, uncovering \$150K in processing discrepancies through detailed variance analysis and root-cause investigation
- Assisted in the documentation of 25+ standard operating procedures for teller, new-account, and loan-processing functions, enhancing training consistency and compliance adherence across branches
- Supported quarterly operations reviews by building summary reports and trend analyses, contributing analytical inputs that informed branch-level efficiency improvement recommendations
- Maintained daily transaction log databases and assisted senior analysts with ad hoc reporting requests, developing proficiency in SQL and Excel for banking data analysis

EDUCATION

- Bachelor of Science in Business Analytics, State University, City, ST | May 2016