**Optimize your resume to get more job interviews**

This free resume template will help you write an ATS-friendly resume. But how do you know what the hiring manager is looking for? What skills and experience should you list to show you’re the best candidate?

**[Jobscan’s resume scanner](https://www.jobscan.co/?utm_medium=referral&utm_source=resume-examples&utm_campaign=all-examples&utm_content=internal-link) helps you optimize your resume for each job listing so that your application is more attractive to recruiters and hiring managers.**

An optimized resume leads to more responses, more interviews, and more offers for the jobs you *really* want.

*“Honestly, it was like the floodgates opened. Within a week…I was absolutely flooded with contacts and people reaching out.” [Kelly, South Carolina, Jobscan User](https://www.jobscan.co/blog/kelly-built-a-network-and-landed-a-job-in-a-new-city-using-jobscans-linkedin-optimization/?utm_medium=referral&utm_source=resume-examples&utm_campaign=all-examples&utm_content=internal-link)*

*”It’s the greatest tool that I have seen when it comes to searching for jobs.” [Mark Stark, Career Success Coach](https://www.jobscan.co/blog/why-this-career-coach-uses-jobscan/?utm_medium=referral&utm_source=resume-examples&utm_campaign=all-examples&utm_content=internal-link)*

*“We’re seeing easily 30% or more increase in calls from recruiters when our students use Jobscan to tailor their resumes.” [Jeffrey Stubbs, Director, Baylor University Career Center](https://www.jobscan.co/blog/jobscan-case-study-baylor-university/?utm_medium=referral&utm_source=resume-examples&utm_campaign=all-examples&utm_content=internal-link)*

It’s frustrating to apply for dozens of jobs and not get any interviews. Use [Jobscan](https://www.jobscan.co/?utm_medium=referral&utm_source=resume-examples&utm_campaign=all-examples&utm_content=internal-link) to optimize your resume, cover letter, and LinkedIn profile.

**90% of Jobscan Premium users landed an interview.**

Jobscan users have been hired by:

Logo

Description automatically generated with medium confidenceLogo

Description automatically generated with medium confidence

Logo

Description automatically generated

**KATE CLOONEY**

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**BUSINESS ANALYST • OPERATIONS ANALYST**

Versatile and solutions-driven analyst with broad-ranging experience improving business and operational processes by leveraging natural analytical abilities and a background in computer science. Meticulous and disciplined, with a gift for analyzing business processes and developing useful metrics and benchmarks for tracking.

Business Operations | Data Analysis | Project Lifecycle Management |Coding & Computer Systems | SQL | HMTL/CSS | XML | Database | Pivot | Excel | Relationship Building | Teamwork | Stakeholder Relations | Complex Communication | Agile | Scrum | Waterfall | Jira (JQL) | Microsoft Project | Teradata SQL | C++ | Java | HTML | CSS | XML | PeopleSoft (Oracle) | TradeShift | ServiceNow | Aprimo | Adobe Analytics

**WORK EXPERIENCE**

**Big Coms, Corp., Boston, MA • Business Analyst • (12/2018) - Present**

Analyze information from large-scale data comprised of Big Coms, Corp. customer feedback through survey responses, call logs, and other data sources. Perform detailed analysis, give insight into customer pain points, recommend potential improvements and business solutions, and assist with implementation.

* Provide customer examples and data for reported issues, work cross-functionally with support teams to establish workarounds for issues requiring funding for permanent resolution, and conduct tests on development fixes to ensure changes are working as expected
* Report metrics on customer feedback, customer service call logs, and customer order history, and use data to understand the customer experience; retrieve customer data for new user outreach campaigns • Develop new features focused on improving the customer experience, detecting technical issues, and identifying users impacted by those issues
* Translate business requirements and technical information into non-technical terms for communication and collaboration with development, operations, and leadership groups
* Serve as first line of support for data issues and data subject matter expert (SME) for client

**Data Inc., Boston, MA • Associate Business Analyst • (06/2017 - 12/2018)**

Investigated data repositories for upcoming projects and initiatives. Determined which ETL processes were impacted, and the best approach to query certain data based on the initial business need and architecture. Collaborated with business partners and subject matter experts to validate research.

* Produced technical requirements and user stories for data warehousing projects to accommodate enterprise solutions; topics included maintaining legacy processes, adding new member populations to analytics repositories, consuming data for extracts and reports, and utilizing the growing data lake
* Collected, analyzed, developed, documented, and communicated business strategy requirements • Contributed to the business short-and long-term planning sessions and provided input (from a business and IT perspective) to ensure understanding of business goals and direction

**IT&T Corp., Boston, MA • Associate Business Analyst • (05/2016 - 08/2016)**

Internship focused on database management and application support for third party applications, such as PeopleSoft and TradeShift.

* Investigated and fixed technical issues in the integration of digital documents between front-end and back end applications; successfully assisted company and client online interactions
* Worked with and assisted client facility management teams in investigating and resolving issues within respective applications

**EDUCATION AND CERTIFICATIONS**

Prairie View A&M University, Prairie View, TX • Bachelor of Science – Computer Science

(2017)

Resume written by [Lezlie Garr](https://www.linkedin.com/in/resumelezlie/)