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| Wayne Beckford Business Analyst  4579 NW 91st Ave, Sunrise, 33351 | [954-624-2514](tel:954-624-2514)  [Beckfordwayne@Yahoo.com](mailto:Beckfordwayne@Yahoo.com) |

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| Professional summary Experienced Business Systems Analyst with an 11-year track record of enhancing operational efficiency and profitability through strategic process analysis and improvement. A results-oriented professional skilled in communication, problem-solving, and analytical thinking. Proven ability to identify and address critical business needs, while fostering collaboration and innovation. Eager to contribute these skills to Broward County Public Schools, driven by values, persistence, interpersonal prowess, initiative, and a consistent record of exceptional performance. Employment historyFBAlliance Insurance | Business Solutions Manager Feb 2021 - Present   * Spearheaded the development and implementation of innovative business solutions to optimize operational efficiency and stimulate revenue growth at FBAlliance Insurance. * Identify opportunities for process enhancement and cost reduction within the organization's business operations. * Work collaboratively with cross-functional teams to identify and prioritize business requirements and areas for improvement. * Managing the formulation and execution of the company's strategic initiatives to achieve predefined business objectives.  Lakeview Household Insurance Solution | Sales Agent Jun 2020 - Feb 2021   * Proactively identified potential sales leads and targeted markets within the insurance industry. * Nurtured and managed relationships with both potential and existing customers, substantially boosting sales and revenue for Lakeview Household Insurance Solution. * Delivered exceptional customer service by addressing inquiries and concerns in a timely and professional manner. * Ensured customer satisfaction and retention through excellent customer service. * Collaborated with the underwriting team to assess risk and determine suitable insurance coverage for clients.  Team Focus Insurance Group | Underwriter II 2014 - Jun 2020   * Proactively identified potential sales leads and targeted markets within the insurance industry. * Nurtured and managed relationships with both potential and existing customers, substantially boosting sales and revenue for Lakeview Household Insurance Solution. * Delivered exceptional customer service by addressing inquiries and concerns in a timely and professional manner. * Ensured customer satisfaction and retention through excellent customer service. * Collaborated with the underwriting team to assess risk and determine suitable insurance coverage for clients.  A.C. Moore Arts and Craft | Logistics Supervisor 2012 - 2013   * Proactively identified potential sales leads and targeted markets within the insurance industry. * Nurtured and managed relationships with both potential and existing customers, substantially boosting sales and revenue for Lakeview Household Insurance Solution. * Delivered exceptional customer service by addressing inquiries and concerns in a timely and professional manner. * Ensured customer satisfaction and retention through excellent customer service. * Collaborated with the underwriting team to assess risk and determine suitable insurance coverage for clients.  Florida Atlantic University, College of Business | Student Assistant | Boca Raton, FL 2007 - 2011  Student Assistant   * Proactively identified potential sales leads and targeted markets within the insurance industry. * Nurtured and managed relationships with both potential and existing customers, substantially boosting sales and revenue for Lakeview Household Insurance Solution. * Delivered exceptional customer service by addressing inquiries and concerns in a timely and professional manner. * Ensured customer satisfaction and retention through excellent customer service. * Collaborated with the underwriting team to assess risk and determine suitable insurance coverage for clients.  EducationLouisiana State University in Shreveport | Master of Business Administration May 2021 - Aug 2022  Data Analytics Concentration Florida Atlantic University, Boca Raton, FL | Bachelor of Business Administration Dec 2011 - Dec 2011  Double Major in Management and Marketing Skills Software: Proficient in most Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, visio, planner)  Data Analysis: Skilled in using R for data analysis and visualization.  Strong Interpersonal Skills  Strives to provide outstanding performance.  Team Collaboration |

Self-Starter

Business Process Analysis

Customer Service

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