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| Wayne BeckfordBusiness Analyst4579 NW 91st Ave, Sunrise, 33351 | 954-624-2514Beckfordwayne@Yahoo.com |

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| Professional summaryExperienced 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. Employment historyFBAlliance Insurance | Business Solutions ManagerFeb 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 AgentJun 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 IIJan 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 SupervisorSep 2012 – Jun 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, FL2007 - 2011Student Assistant* Proactively identified potential sales leads and targeted markets within the insurance industry.
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EducationLouisiana State University in Shreveport | Master of Business AdministrationMay 2021 - Aug 2022Data Analytics ConcentrationFlorida Atlantic University, Boca Raton, FL | Bachelor of Business AdministrationDec 2011 - Dec 2011Double Major in Management and MarketingSkillsSoftware: 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 SkillsStrives to provide outstanding performance.Team Collaboration |

Self-Starter

Business Process Analysis

Customer Service

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