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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. 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 Jan 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 Sep 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, 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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