Jamal Hyman  
Business Analyst

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**Professional Summary**

Experienced Business Analyst with 7+ years of expertise in business operations, process optimization, and customer success. Known for identifying and resolving complex challenges by gathering, documenting, and managing business and functional requirements. Skilled in leveraging tools like SQL, Tableau, and Power BI to drive data-driven insights and align solutions with strategic goals. Proficient in Agile methodologies, workflow analysis, and process modeling, with a focus on fostering collaboration across cross-functional teams. Dedicated to continuous improvement and currently advancing expertise through ECBA certification to enhance the delivery of impactful business solutions. Adept at developing end-to-end process improvements that boost efficiency and scalability while ensuring alignment with organizational objectives. Passionate about driving stakeholder engagement and providing actionable insights to support informed decision-making. Proven track record of delivering high-quality results within fast-paced and dynamic environments.

**Tools & Software**

**Business Analysis:** Business Process Optimization, Requirements Gathering, Stakeholder Management, Business Process Modeling, Gap Analysis, User Stories, Use Cases, Non-functional Requirements, Functional Requirements

**Project Management:** Agile Methodologies, Scrum, Kanban, Waterfall, Jira, Trello, Confluence, Microsoft Project, Task Tracking, Lifecycle Management

**Data & Financial Analysis:** SQL, Tableau, Power BI, Excel (Advanced), Data Visualization, Statistical Analysis, Data Cleaning and Transformation, Financial Analysis, Cost Benefit Analysis

**Technical Tools:** ServiceNow, Salesforce, SAP, Oracle ERP, Microsoft Visio, BPMN, UML, Balsamiq, Lucidchart

**Documentation Skills:** BRD (Business Requirement Documents), FRD (Functional Requirement Documents), Process Flows, SOPs (Standard Operating Procedures), Acceptance Criteria, Workflow Analysis

**Soft Skills:** Critical Thinking, Problem-Solving, Negotiation, Presentation, Cross-functional Collaboration, Communication, Conflict Resolution, Time Management, Relationship Building, Decision Making

**Market Research & Development:** Market Research, Business Development, SWOT Analysis, Root Cause Analysis

**Work Experience**

**Business Analyst**

Patience Pays LLC | Charlotte, NC | Jul 2020-Current

* Communicated and validated business and technical requirements with stakeholders and software partners, ensuring alignment with organizational objectives.
* Developed and implemented new procedures and processes, providing recommendations for CRM and dispute product enhancements to streamline operations.
* Facilitated the successful implementation of CRM and dispute product transitions, reducing credit repair fulfillment time by 40% and improving overall efficiency.
* Collaborated with cross-functional teams to identify business process gaps and proposed innovative solutions to enhance productivity and customer experience.
* Conducted in-depth analysis of CRM data to uncover trends and opportunities, driving actionable strategies for process optimization.
* Led workshops and training sessions for staff and management to ensure smooth adoption of new systems and processes, fostering a culture of continuous improvement.
* Designed and implemented customer feedback mechanisms to gather insights on business processes, enabling data-driven decision-making and continuous improvement.
* Analyzed process results to identify weaknesses and implemented targeted improvements to enhance operational effectiveness and customer satisfaction.
* Supported and executed business readiness activities, ensuring seamless adaptation to technology and process changes through effective communication and training.

**Business Analyst I | Business Development**

Allegiance Merchant Services | Charlotte, NC | Jul 2024-Nov 2024

* Conducted comprehensive market research to identify emerging trends in the concrete and building supply industries, driving targeted strategies to capture new opportunities.
* Streamlined lead tracking and reporting processes across multiple platforms, improving response times by 20% and enhancing sales team efficiency.
* Partnered with cross-functional teams to design fraud detection frameworks, reducing high-risk transactions by 15% and mitigating potential business losses.
* Elicited and documented detailed business and functional requirements from stakeholders, ensuring alignment with project goals and organizational objectives.
* Leveraged the CRM tool Zoho to organize, analyze, and report on lead generation metrics and performance, tracking progress and identifying areas for improvement.
* Collaborated with the finance team to develop solutions while maintaining requirements traceability and ensuring compliance with financial processes.
* Utilized multiple systems to monitor lead performance, sales, and issue escalations for clients in the concrete, building supply, and stone industries, ensuring seamless operations.
* Identified fraud-related needs from stakeholders in the concrete industry, enabling the team to target high-risk sectors and achieve a 25% increase in business during Q3 of 2024.

**Business Operations Analyst**

Epsilon | Irving, Texas | Jan 2018-Apr 2020

* Developed and maintained comprehensive dashboards using Power BI and Excel, providing actionable insights to senior management, increasing decision-making efficiency by 25%.
* Conducted in-depth research to identify operational challenges and developed tailored solutions to enhance team efficiency and collaboration.
* Partnered with project managers and department leads to align business operations with organizational goals, ensuring seamless execution of strategic initiatives.
* Maintained and optimized process documentation, creating comprehensive guides and workflows to standardize procedures across multiple teams.
* Supported change management activities by drafting detailed communication plans and facilitating team transitions during process updates and system implementations.
* Utilized SQL and Tableau to extract, analyze, and visualize data trends, aiding in strategic planning for resource allocation and cost optimization.
* Implemented process automation tools that reduced manual effort by 30%, saving approximately 200 hours monthly across the operations department.

**Assistant Operations Manager**

Sam's Xpress Car Wash | Charlotte, NC | Jun 2016-Dec 2017

* Elicit, document and track customer feedback identifying changes to business processes
* Implemented targeted solutions increasing customer satisfaction scores over 12 months increasing our rating from 3 out 5 average rating to at 4 out of 5
* Optimized team workflows by analyzing daily operations and reallocating resources, improving throughput by 20% during peak hours while maintaining service quality

**Professional Development/Education**

Business Analytics Training: ECBA Preparation

Adaptive US | January 2024

Comprehensive ECBA-focused training with hands-on project experience, preparing for the ECBA certification.

CPCC Community College | January 2016

**Websites, Portfolios, Profiles**

* [www.linkedin.com/in/jamalhyman](http://www.linkedin.com/in/jamalhyman)

**Certifications & Methodologies**

* IIBA ECBA, In Progress, 01/25
* Waterfall Methodology, 11/24
* Agile Methodology, 11/24
* Six Sigma Green Belt, 07/19
* Miller Heiman Selling Solutions Process, 01/18

**References**

Available Upon Request

**Toolsandsoftware**

* MIRO
* Microsoft Office Suite (Word, Excel, PowerPoint & Teams)
* Google Workspace (Docs, Sheets, Slides, Drive)
* JIRA
* BizAgi
* BPMN.io
* Asana
* Monday.com
* Zoho
* Dispute Fox
* Salesforce (Simplilearn)
* Twilio