

Shanese King
Fort Lauderdale, FL | 786-661-5680 |
king.shanese1@gmail.com

BUSINESS ANALYST | OPERATIONS ANALYST | DATA ANALYST

Business Analyst with experience supporting enterprise systems, analyzing business processes, validating data, and improving operational workflows. Skilled in reporting, process documentation, compliance, stakeholder collaboration, and problem-solving. Proven ability to manage large volumes of information, identify process improvements, and support organizational objectives through data-driven decision making.

PROFESSIONAL EXPERIENCE

Business Operations Analyst | Bass Underwriters | September 2023 – Present

- Analyze operational processes and identify opportunities to improve efficiency and accuracy.
- Manage and validate data across multiple systems and databases.
- Coordinate with stakeholders to gather information and resolve issues.
- Create and maintain process documentation, workflows, and procedural guides.
- Conduct quality assurance reviews to ensure compliance and data integrity.
- Support implementation of process improvements and operational initiatives.
- Research complex issues and provide recommendations for resolution.
- Generate reports and monitor operational metrics.

Operations Analyst | Assurant | April 2022 – September 2023

- Reviewed and analyzed large volumes of data to ensure accuracy and completeness.
- Investigated discrepancies and resolved issues through research and analysis.
- Maintained accurate records within enterprise systems and databases.
- Collaborated with cross-functional teams to improve workflows and effectiveness.
- Prepared detailed documentation supporting compliance and quality standards.
- Managed multiple priorities in a fast-paced environment.
- Identified trends and process improvement opportunities.

Office Assistant Intern | University of Miami | October 2021 – July 2022

- Maintained confidential records and databases.
- Prepared Excel reports and departmental documentation.
- Coordinated scheduling and administrative workflows.
- Supported projects requiring organization and accuracy.

EDUCATION

Master of Science, Risk Management & Insurance – Florida State University (Completed 2026)
Bachelor of Arts in Economics – Florida International University

TECHNICAL SKILLS

Microsoft Excel (Pivot Tables, VLOOKUP, XLOOKUP)
Data Analysis
Reporting & Analytics
Business Process Improvement

Process Documentation
Database Management
Quality Assurance
Compliance Monitoring
Requirements Gathering
Stakeholder Collaboration
Workflow Optimization
Microsoft Office Suite