(514) 333-3333

**First Last name IT** [name@hec.ca](mailto:name@hec.ca)

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1212 St-Denis Street

Montreal, Quebec H2T 4Z4

Languages: French, English

**Profile**

* **Proficient in business process analysis and re-engineering**: analysis, design and improvement of information systems
* **Results-oriented:** organizational skills, problem-solving abilities, high energy level and team worker
* **Software:** SAP, MS-Project, MS Visio, Share point, Remedy (CRM), SAS, MS Office, Access
* **Methodologies:** Scrum Master and Agile
* **Affiliation:** Member of the Montreal chapter of the International Institute of Business Analysis (IIBA)

**Education**

**Master of Science, Business Analysis – Information Technologies, HEC Montréal**  (due date) **May 20XX**

* SAP Certification, my SAP ERP Integrated Business Processes – SAP Canada

**Bachelor of Business Administration - Information Technologies and Marketing, HEC Montréal** **20XX**

* Selected for an international exchange at LUISS Guido Carli, Rome, Italy
* Awarded for athletic and academic excellence

**IT Business Analysis Projects**

**Thesis:** Research project on the content and application of retrospective analyzes following technology implementation in Québec’s health sector

* Interviewed 15 Technology Implementation Experts from the health’s sector; analyzed and summarized results

Accomplishment: Production of a final report and presentation materials describing findings and suggestions that led to strict planning, tight risk management and change management

**Business Process Modelling and Re-engineering, XYZ International, England**

* Modelled, analyzed and re-engineered the sales management process using simulation software. Submitted a diagnosis and a final report to the professor

Accomplishment: Development and deployment of a management information system that eliminates incorrect orders (cutting losses by 50%) and reduces order delays by 22%

**Risk management, ABC Consulting, Montreal**

* Analyzed, criticized and learnt from the practice of risk management in the context of the technological implementation

Accomplishment: Upgrade of tools used by the company by setting up a value-added analysis

**Experience**

Teaching Assistant, Department of Information Technologies, HEC Montréal 20XX - …

* Facilitated group workshops and provided individual consultations to more than 180 students for the Information Technology and E-Commerce courses

Accomplishment: Participation to the improvement of the Business Process Management course through a literature review and preparation of case studies that will be used as teaching tools

### Computer Analyst, ABC Financial Coop, Montreal Summers of 20XX and 20XX

* Assisted the team of external consultants commissioned for the proposed installation of a financial software package. Participated in the cost/benefit analysis, interacted with different departments to collect information, offer tangible solutions and participated in the execution of the project.

Accomplishment: Creation of a one-line user’s reference guide and conducted a workshop with 150 employees. Received a letter of recognition from the President highlighting my excellent performance in the project

Various student jobs in sales and customer service (restaurant industry, retail) **20XX - 20XX**

**Leadership activities**

**VP communication, Association des étudiants aux cycles supérieurs, HEC Montréal (AECS**) **20XX - 20XX**

* Establish strategic communication planning for the association

Accomplishment: Use of social networks to promote activities which generated a 50% increase in student participation

High performance football athlete, member of the Carabins, team of Université de Montréal