

MICHAEL BROWN

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London Colney
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 michaelbrown@email.com

Professional Profile

A highly motivated and analytical graduate with excellent problem-solving, communication and organisational skills. Passionate about analysing business processes, identifying opportunities for improvement and supporting organisations in achieving their strategic objectives. Experienced in gathering and interpreting data, producing reports, and collaborating with stakeholders to deliver business solutions. Seeking to begin a career as a Business Analyst where strong analytical and interpersonal skills can contribute to organisational success.

Key Skills

- Business Process Analysis
- Requirements Gathering
- Stakeholder Management
- Data Analysis
- Microsoft Excel (Advanced)
- Microsoft Power BI
- SQL (Basic)
- Microsoft Visio
- Process Mapping
- Business Documentation
- Agile Methodology
- Waterfall Methodology
- Critical Thinking
- Problem Solving

- Communication Skills
- Presentation Skills
- Team Collaboration
- Time Management

Education

Certificate of Higher Education in Business Skills for the Workplace

University of Suffolk

2025 – Present

Relevant Modules

- Business Communication
- Employability and Career Development
- Digital Business
- Data Analysis
- Business Environment
- Professional Development

Academic Project

Customer Service Improvement Analysis

- Analysed customer feedback from over 500 survey responses.
- Identified recurring customer issues.
- Produced recommendations that could improve customer satisfaction.
- Presented findings using PowerPoint and Excel dashboards.

Work Experience

Administrative Assistant

ABC Services Ltd

London

June 2024 – Present

Responsibilities

- Managed electronic records and company documentation.
- Produced weekly reports using Microsoft Excel.
- Communicated with customers and internal departments.
- Scheduled meetings and maintained project documentation.
- Assisted managers in analysing operational processes.

Achievements

- Reduced document retrieval time by improving filing procedures.
- Improved reporting accuracy through better data validation.

IT Skills

- Microsoft Office Suite
- Excel
- Word
- PowerPoint
- Outlook
- Power BI
- SQL
- Visio
- Microsoft Teams

Personal Skills

- Analytical Thinking
- Leadership
- Attention to Detail
- Decision Making
- Adaptability
- Customer Focus
- Professional Communication
- Teamwork

Interests

- Business Technology
 - Data Analytics
 - Digital Transformation
 - Artificial Intelligence
 - Continuous Learning
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References

Available upon request.

Cover Letter

MICHAEL BROWN

28 Norris Close

London Colney

St. Albans AL2 1UR

20 July 2026

Hiring Manager

TRACE expert

London

Dear Hiring Manager,

I am writing to express my interest in the Business Analyst position at TRACE Expert.

I am currently studying towards a Certificate of Higher Education in Business Skills for the Workplace and have developed strong analytical, organisational and communication skills through both my academic studies and practical experience. I am particularly interested in helping organisations improve their business processes through effective analysis, stakeholder collaboration and data-driven decision-making.

Throughout my studies, I have gained experience analysing business information, preparing professional reports and presenting recommendations. My academic projects have strengthened my ability to identify business challenges, evaluate potential solutions and communicate findings clearly to different audiences.

In my current administrative role, I have developed strong organisational skills while supporting business operations, maintaining accurate documentation and producing reports using Microsoft Excel. Working with colleagues across different departments has improved my teamwork, attention to detail and ability to manage multiple priorities effectively.

I am particularly attracted to TRACE Expert because of its commitment to innovation, digital transformation and customer-focused services. I would welcome the opportunity to contribute my enthusiasm, willingness to learn, and analytical mindset while developing professionally within your organisation.

Thank you for considering my application. I would appreciate the opportunity to discuss how my skills and enthusiasm align with the requirements of this role. I look forward to hearing from you.

Yours faithfully,

Michael Brown

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