



Melissa Tramontano

Business Analyst



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As an experienced business analyst with a passion for business development and strong public speaking skills, I am excited to continue growing my career in a challenging and dynamic role. I am proud of my track record in project management and team leadership, and confident in my ability to communicate complex ideas effectively. I have gained valuable experience through collaboration with Amazon during my time in a start-up, and I am eager to apply this expertise to help drive business growth and deliver results. My goal is to continue learning and expanding my skills in a supportive and stimulating environment, and to make a positive impact for my team and organization.

Experiences

Business Analyst

e*Finance Consulting Reply - Since January 2020 - Milano - Italy

- ▶ Managed service desk and formation activities for 120 Italian banks, overseeing a team of analysts and driving process improvement initiatives that resulted in significant cost savings and improved customer satisfaction.
- ▶ Developed and maintained relationships with key stakeholders, including clients, colleagues, technical team and partners, to ensure that project objectives were met and delivered on time.
- ▶ Participated in project planning and scoping activities, providing input on project timelines, tracking metrics to identify areas of improvement to define functional requirements.
- ▶ Coordinated with cross-functional teams to define, design, implement and test new features (UAT coordination).

Business Development DPT

MAGUSA - August 2014 to December 2019

- ▶ Developed Private Labels for multiple brand categories including motorcycle clothing, electromedical devices and sportswear for Amazon European marketplaces.
- ▶ Contributed to the implementation of an efficient and stable ordering process from Amazon systems to fulfill European warehouses, resulting in increased order accuracy and faster delivery times.
- ▶ Established advantageous supplying partnerships, leveraging negotiating skills to reduce costs and increase profit margins.
- ▶ Collaborated to the design and monitoring of web marketing campaigns to drive traffic and increase sales, spreading brand visibility and customer engagement.
- ▶ Consistently tracked project expenditure within its budget, ensuring optimal resource allocation and maximizing return on investment.
- ▶ Successfully identified and pursued various business opportunities to drive revenue growth and optimize operational efficiency.

Education

Master's Degree

UNISA

June 2017 to June 2019

Economics and Finance, 110/110

Bachelor's Degree

UNISA

September 2013 to January 2017

Economics and Management, 105/110

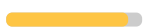
Languages



Italian



English



Certifications

Google Digital Learning - Digital Marketing Certification

Google Analytics Academy - Google Analytics IQ Certification

MARCOM - "Global Marketing, Communication & Made in Italy"

MasterZ. - "Blockchain & Digital Assets"

Udemy - MySQL for beginners ([View certification](#)).

Starting Finance - Excel for Finance - Advanced ([View certification](#)).

Skills

Technical

- ▶ Excel
- ▶ PoewrPoint
- ▶ MySQL

Soft

- ▶ Time management
- ▶ Critical thinking
- ▶ Problem solving