

Professional Summary

- Expertise in Software Development Life Cycle (SDLC) including Agile, Scrum, Waterfall, Data modeling, Data Mapping, QA methodologies and defect management.
- Hands on experience in different versions of MS SQL Server with Business Intelligence in SQL Server Integration Services, SQL Server Analysis Services and SQL Server Reporting Services.
- Professional experience working closely with clients on large-scale collaboration and content management projects, communicate and present concepts and deliverables to clients.
- Experience in creating Dashboards, reports as needed using Tableau Desktop and Tableau Server Preparing Dashboards using calculations, parameters in Tableau.
- Expert on creating multiple kinds of Power BI Reports and Dashboards.
- Experience in Creating, Maintaining & scheduling various reports in Power BI like Tabular Reports.
- Proofread documents manually to verify that information is correct while ensuring that customers receive information in a timely manner.
- Knowledge of operational risk mitigating strategies, data modeling, mapping, and designing using MS Visio.
- Strong knowledge in software testing life cycle, review and approve test plans and test cases, use of testing tools and Defect tracking mechanism and coordinate User Acceptance Test activities.
- Experience in dealing with different data sources ranging from SQL server, Oracle, MySQL, MS Access, and Excel.
- Experienced in performing software Requirements Traceability matrix using JIRA.
- Managed teams in Application Development, Deployment and Delivery, Change Management and Implementation, Quality Assurance and Testing, Release Management and promotion to production and maintenance.
- Conducted Scrum Meetings and coordinating with various teams for updates on backlog deliverables.

Education

Bachelor of Science in **Statistics** with concentration in **Data Science**
Truman State University

Jan 2015 – May 2020

Certifications

Business Analysis Foundations Fundamentals
Visualizing Citi Bike Trips with Tableau

August 2015

September 2015

Technical Skills and Tools

SDLC Methodologies	Agile, Scrum, Waterfall
Programming Skills	R, Python, Shiny R, HTML, CSS
Bug & Defect Tracking	JIRA, Trello
RDBMS	MS Access, SQL Server
BI Tools	Tableau, Power BI. Business, Advanced Excel
MS Suite	MS Visio, MS Excel, MS PowerPoint, MS Word, MS Project
Operating Systems	Windows, Linux, Unix

Employment

Quantum Technologies Inc – Falls Church, VA

Business Analyst

Sept 2020 – Feb 2021

Responsibilities:

- Created initiation document for the client web portal redesign project which involved redesign of a system for external clients.
- Provided Vision for the Product (website) and work with Senior Business Owners to make sure they are in alignment with company goals.
- Assessed data from multiple sources (roadmap, voice of customer, user observations, stakeholders, UX research and market research) and synthesize it to develop solutions that meet customer needs and add value.
- Applied Agile Scrum in one of the integration projects and conducted Sprint Planning meeting, stand up meetings, retrospect meeting and created sprint backlog.
- Developed new business model and processes for building in-house business operations incorporating new business model processes, customer service Standard Operating Procedures, clinical trial data, and marketing/sales organization methodologies.
- Partnered with other members of the broader Revenue Management team to continually seek ways to improve and apply the science that drives the overall Revenue Management process.
- Assisted with all aspects of administration associated with the commercial team to include sales reports.
- Responsible for processing of project documents, project plans, Team Member Co-ordination, Scheduling meetings, Task Assignment, Monitoring efforts on Timely basis, daily and weekly status report creation, Quality checks, diagnosis and issue resolution, Project tracking, Project documentation.
- Worked with Clients IT Staff and Sales and Marketing teams, interviewed the end users to provide technical solutions.
- Constantly groomed product backlog, received estimates from developers and QA on story sizing, details, tasks for development and delivery and documented Acceptance Criteria.
- Demonstrated system design documentation in UML models, provided flow charts, Use Case Diagrams, Sequence diagrams, Activity and State diagrams using MS Visio.
- Managed stability testing, data trending, test methods and specifications for drug pricing, drug substance, drug product, components, and raw materials.

Nepal Tourism Board –Kathmandu, Nepal

Data Quality Analyst

May 2019 – August 2019

Responsibilities:

- Evaluated DR process, generated requirements, tracked and resolved project issues, and helped to create and manage User Stories in Jira project, published JIRA Dashboard reports to team for status reporting.
- Worked with Agile delivery team– brainstorm engineer teams on system design, impact analysis, dependencies and gathered feedback on Technical feasibilities.
- Extracted data from various sources and reorganized into a clean format using R programming.
- Analyzed big revenue data, implemented predictive analysis trends utilizing Excel, Tableau, and R to strategically support the fundraising goals and made a dashboard which later embedded into a website.
- Identified imported and eliminated duplicates as well as mass edited data using Google Open Refine.
- Worked with different organizations to gather the information's, monitor data, and interpret patterns, trends.

- Accurately and articulately detailed data issues and conveyed problems / technical issues to programmers.
- Assisted team to create and maintained Change Request following the SDLC process at the Change Review Board (CRB) meetings to obtain approvals for change control.
- Supported internal business partners and 3rd party vendor consultants, in relation to business application needs, working closely with business partners and IT members to understand end-to-end business processes.
- Created Requirements Traceability matrix using Confluence and integration with JIRA, created JIRA Dashboards to demonstrate project tracking, customer reports, status reports, iteration burndown, etc.

Projects and Research

Text Mining and Sentiment Analysis

May 2020

- Analyzed more than 1000 tweets drawn from the president Donald Trump's twitter using the Twitter API and rated his tweets based on sentiment.
- Used unstructured text data and machine learning algorithms like SVM, and Random Forest to analyze the sentiment of the tweets.
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- The process includes data cleaning, extraction, and processing.
- Used unstructured text data and machine learning algorithms like SVM, and Random Forest to analyze the sentiment of the tweets.

Time Series Analysis

Dec. 2019

- Performed the sales forecasting using the AR, MA and ARIMA models.
- Analyzed the number of airline passenger for each month and forecast using the previous 5 years data.
- Identified the patterns and trends using the trend analysis and seasonality.

FIFA Player Analysis

April 2020

- Scraped, cleaned the data from sofifa.com and used Tableau to represent the wage for each type of players.
- Analyzed the Performance and Efficiency of Teams, Players, Countries, and other related things using Data Analysis and Data visualizations using RStudio.
- Analyzed the wage and value of individual soccer players using the CART model to predict the useful variable that predicts the player ranking.
- Built a Google Site website from scratch to showcase the visualization and analytics charts.

Global Food Insecurity Rate Comparison

May 2019

- Collected the data of global food insecurities rate from ers.usda.gov.
- Designed and analyzed the food insecurity rate of different countries to create a big data set to implement in the SQL database.
- Interpreted the data from primary and secondary sources using statistical techniques and provided ongoing reports about food insecurities.
- Used data visualization software Tableau to compare the annual food waste between the high GDP and low GDP countries.