

DHRUVIL PANCHAL

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EDUCATION

Cleveland State University

Cleveland, OH

MS in Business, Information Systems (GPA: 3.72)

August 2021 - May 2023

- Worked as a **Researcher** under *Prof. Dr. Hassan Ahmed* for coursework *IST 621*.
- Awarded “Beta Gamma Sigma” **International Honor Society** membership for ranking in the top 10% of business students.
- **Relevant Coursework:** Project Mngt & Scheduling, Database Management Systems, Business Analysis, System Design

SKILLS

- **Programming Languages:** SQL (MySQL, SSMS, SQL Server, RDBMS), Python, R
- **Data Analytics:** Excel (Pivot Table, VLOOKUP, Data Cleaning), Google Sheets, Snowflake, Power BI, Tableau, Google Analytics (GA4)
- **BPMN/Workflow Design Tools:** MS Visio, Figma, Lucid Chart, Draw io
- **Project Management:** Trello, JIRA, Confluence, MS Project, Click Up, Azure DevOps
- **Other:** MS Office 365, PowerPoint, AWS, Azure DevOps, SAP Analytics Cloud

EXPERIENCE

Save Ancient Study Alliance | *Technical Team Lead – Volunteering* | Teaneck, NJ

August 2024 – Present

- Lead team of 10+ developers, interns, and volunteers using Agile methodology, coordinating 5+ projects and achieving a 20% improvement in delivery timelines and a 15% increase in team efficiency.
- Utilize process mapping techniques to analyze existing workflows, identify bottlenecks, and optimize procedures, leading to a 15% reduction in operational costs.
- Streamline recruitment and onboarding with Lean methodologies, expanding the team by 30% and reducing new hire time-to-productivity by 40%.

ThirthaSoft, LLC | *Business Analyst* | Marietta, GA

June 2024 – Present

- Develop recruitment analytics framework using Power BI and SQL to create dashboards, improving candidate engagement by 15% through real-time, data-driven decisions.
- Execute market research project using LinkedIn Talent Insights and Excel for salary benchmarking, resulting in a 20% increase in successful placements by aligning client offerings.
- Lead data migration and integration project using Excel and SQL to improve data accuracy by 40% and streamline reporting processes for faster decision-making.

Envision Infosolutions Inc | *Application Support Analyst* | Remote

August 2023 – June 2024

- Designed AWS workflows including **EC2, S3, RDS, Lambda, and API Gateway** to increase adoption by 25% and meet 90% of stakeholder goals.
- Drafted 50+ user stories and acceptance criteria, ensuring AWS integrations met 95% of requirements through collaboration.
- Executed 30+ test cases, achieving 100% compliance with system requirements, and led 5 training sessions to boost adoption.

ITHENA | *IT Business Analyst Intern* | Glen Allen, VA

June 2022 – August 2022

- Facilitated requirement workshops and interviews for the OPEN IAM platform, capturing key business needs and improving requirement clarity and stakeholder alignment by 20%.
- Generated and analyzed reports for OPEN IAM, providing insights that improved decision-making efficiency by 15% and timely recommendations to the product manager.

CERTIFICATIONS

- Certified **ECBA™ - International Institute of Business Analysis™**
- Accenture North America - Data Analytics and Visualization Job Simulation - Forage
- SAP USA - Technical Consulting Job Simulation – Forage
- BCG - Introduction to Strategy Consulting Job Simulation - Forage