DHRUVIL PANCHAL
Business Analyst

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PROFESSIONAL SUMMARY

Senior Business Analyst with 4 years of experience in financial services, specializing in translating business needs into effective IT solutions. Skilled in managing large-scale projects, optimizing processes, and enhancing system efficiency. Strong record of delivering detailed documentation, driving process improvements, and collaborating with stakeholders to achieve business goals.

KEY SKILLS

- **Programming Languages:** SQL (MySQL, SSMS, SQL Server, RDBMS), Python, R
- **Analytics Platforms:** Microsoft Excel (Pivot Table, VLOOKUP, Data Cleaning), Google Sheets, Snowflake, Power BI, Tableau, Google Analytics (GA4), Google Data Studio
- **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, MS SharePoint, PowerPoint, Oracle, AWS, Azure DevOps, SAP Analytics Cloud
- **Soft Skills:** Time management, Multitasking, Leadership and Management, Project Management, Product Management, Problem-Solving, Negotiation, Decision-Making, Documentation and Presentation, Customer Relationship Management (CRM), Verbal Communication

EXPERIENCE

Sr. Business Analyst | Mass Mutual June 2024 – Present

- Led the development and implementation of a centralized transaction tracking system, enhancing real-time monitoring for over 10,000 monthly transactions, improving processing efficiency by 25%.
- Collaborated with stakeholders to translate business requirements into technical solutions, driving a 15% faster delivery of new features and influencing the product roadmap.
- Conducted root cause analysis on system inefficiencies, reducing error rates by 30% and improving transaction accuracy to 95% by optimizing data workflows.
- Authored detailed requirements and user stories for seamless integration with key systems (Policy Administration, Claims Management), reducing system downtime by 40%.
- Developed real-time alerts and notifications, improving response times by 35% and boosting customer satisfaction by 50% for both internal teams and external partners.
- Partnered with QA teams to execute over 500 test cases, reducing defect leakage by 20% and improving test execution time by 30% through agile processes.

Business System Analyst | Ally Financial August 2023 – June 2024

- Gathered and documented business requirements for the LOS Enhancement project, reducing manual tasks by 30% and loan approval time by 20%.
- Conducted root cause analysis using Excel, improving system uptime by 15% and improving transaction processing speed.
- Collaborated with Tech Leads to design automation solutions, reducing loan application processing time by 25% and enhancing customer satisfaction.
- Led Agile ceremonies, including sprint planning and backlog refinement, ensuring prompt project delivery within a 6-month period.
- Defined test strategies and facilitated UAT, achieving a 95% bug-free system release in collaboration with QA testers.
- Generated insights with Power BI and SQL, contributing to a 10% increase in operational efficiency for loan processing.
- Functioned as a subject matter expert, influencing the product roadmap, leading to a 15% improvement in loan processing efficiency.

Business Analyst Intern | ITHENA June 2022 – August 2022

- Analyzed and documented functional requirements for integrating Role-Based Access Control (RBAC) and Single Sign-On (SSO) capabilities within the OPEN IAM system, enhancing secure user access management.
- Collaborated with technical teams to design authentication workflows, ensuring seamless integration with multiple platforms and improving user access efficiency by 30%.
- Created detailed user stories, process flows, and technical specifications, driving clarity between stakeholders and developers and ensuring alignment with security and compliance standards.

Business Analyst | BrainyBeam Technologies Pvt. Ltd. May 2019 – June 2021

- Analyzed business data to identify trends and recommend improvements, leading to a 15% increase in operational efficiency.
- Collaborated with stakeholders to analyze key business metrics, resulting in the development of data-driven solutions that improved process accuracy by 10%.
- Utilized Excel to create insights that supported the development of strategies, contributing to a 12% revenue growth.

EDUCATION

Masters in Business, Information Systems | Cleveland State University | Cleveland, OH