DIKSHA

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Objective

A highly analytical and detail-oriented **business data analyst** with 3+ years of experience in collecting, analyzing, and interpreting complex data sets. Seeking a position as a Business -Data Analyst where I can leverage my skills in **data manipulation, requirement elicitation, data visualization, and statistical analysis** to help drive business decisions.

Professional Summary

- Solution-driven Business Analyst 3+ years of experience across various sectors and businesses ranging from medium-large fortune 500 companies.
- Assisted in preparing and contributing to the creation of over 15 documents, including process flows, Business Requirements Documents (BRD's), responses to Requests for Proposals (RFP's), proposals, and presentations.
- Successfully handled 12 Request for Proposals (RFP's) by efficiently preparing executive summaries, functional requirements, workflow diagrams, and clearly outlining the methodologies used.
- Conducted comprehensive reviews of 25+ presentations and proposals, ensuring the content was accurate, the language was clear, and the grammar was impeccable.
- Utilized strong presentation skills, including creating 10+ engaging PowerPoint presentations, user stories, and infographics to effectively communicate the design development stages to business users.
- Engaged with clients throughout the project life cycle, gathering and documenting business requirements and maintaining smooth coordination between the UI/UX and development teams.
- Demonstrated proficiency in writing User Stories using JIRA next-gen and classic templates, completing approximately 50 stories that facilitated project progress and understanding.
- Collaborated closely with the UI/UX Team, exchanging and effectively communicating requirements for 20+ projects.
- Contributed to the creation of wireframes and cross-functional diagrams for 15+ projects, ensuring clarity and alignment with project goals.
- Conducted extensive User Acceptance Testing (UAT) for 10+ applications, ensuring optimal functionality and user satisfaction.
- Expert in Unit, System and Integration Testing and Performed Data Validation for all the ETL's and reports generated from various ETL sources.
- Experience in writing complex SQL scripts/ queries to perform End-to-End ETL validations and support Ad-hoc business requests.
- Proficient in the creation of dimensional schema design including dimension tables, fact tables and aggregate tables
- Proficient in predictive data modeling, data processing, and data mining algorithms.
- Experience in writing routines for Data Validations and Data Extraction using MS Excel, and Pivot tables on various environments.
- Experience working in Waterfall and Agile SCRUM (Product Backlog grooming, Sprint Retrospective, Sprint Reviews, Daily Scrums, Tasks, User Stories, and demos to Product Owner) methodologies.
- Proficient in designing Entity-Relationship diagrams, Star/Snow Flake Schema using Kimball methodologies.
- Strong understanding of project life cycle and SDLC and STLC methodologies including Waterfall and Agile

Skills

- **Business Tools**: MS Office, Redmine, OneNote, SharePoint, JIRA, Postman, Confluence, Teams
- **Languages**: SQL, Python, R
- **Reporting**: Tableau, Power BI,
- **Soft skills**: Excellent communication, analytical, negotiation, documentation, and decision-making skills with utmost stakeholder centric with an eye for detail and thinking outside the box.
- **Certifications:** Agile Foundation, Requirement Elicitation, and Analysis, Agile Foundation LinkedIn

Work History

Company	Executive Mankara Private Limited, Bangalore
	July 2019 – Dec 2021
Position	Business Analyst	Pre-Sales Executive
Project	Multiple Projects

Project Description

In the "Hudini Hospitality Middleware Product" project, I played a key role in its development and implementation for key clients across the US, Europe, the Middle East, and Asia Pacific. This involved collaborating with stakeholders to gather comprehensive business requirements and preparing a detailed Business Requirements Document (BRD) with functional specifications. Additionally, I created conceptual wireframes to initiate the design phase and actively participated in User Acceptance Testing (UAT) to ensure successful project delivery. Moreover, I contributed to the creation of user stories on JIRA, coordinated UI/UX activities and design reviews, engaged with 3rd-party vendors, and actively participated in project planning, ensuring seamless and efficient project execution.

Responsibilities and Achievements

- Conducted comprehensive business analysis for 30+ projects, identifying opportunities for process improvement, cost reduction, and revenue enhancement.
- Successfully collaborated with 20+ stakeholders to gather and document business requirements, ensuring alignment with strategic goals and objectives.
- Analyzed market trends, customer behavior, and competitor data for 15+ projects, providing valuable insights for strategic decision-making and product development.
- Facilitated 25+ workshops and interviews to elicit business needs and translated them into clear and actionable requirements.
- Developed 20+ business process models, use cases, and user stories to guide software development and ensure successful project delivery.
- Performed data analysis and visualization for 10+ projects, supporting business decision-making and driving data-driven insights.
- Conducted feasibility studies and cost-benefit analyses for 15+ proposed business initiatives, enabling informed investment decisions.
- Identified and documented gaps in existing business processes for 10+ projects, recommending solutions to improve operational efficiency.
- Collaborated with cross-functional teams to design and implement solutions for 25+ projects, meeting business objectives and stakeholder requirements.
- Worked closely with IT teams on 20+ projects, translating business requirements into technical specifications and ensuring successful implementation.
- Monitored and analyzed key performance indicators (KPIs) for 30+ projects to assess project and process performance, providing regular updates to stakeholders.
- Provided support and guidance during user acceptance testing (UAT) for 15+ projects, ensuring the developed solutions met business needs.
- Developed interactive dashboards and visualizations in Tableau to support business decision-making and improve data-driven insights.
- Collaborated with stakeholders to understand their reporting needs and developed custom reports and visualizations in Tableau to meet those needs.
- Collaborate with cross-functional teams to identify business needs and provide data-driven recommendations.
- Use statistical analysis to evaluate the effectiveness of marketing campaigns and provide insights for future improvements.
- Conducted ad-hoc analysis using Excel to support business decisions and provide insights to key stakeholders.
- Participated in daily stand-ups, sprint planning sprint reviews, and sprint retrospectives on a regular basis and reviewed tasks and user stories, and provided estimates in JIRA.

Company	Arowana Consulting Ltd.,
	Bangalore,
	India
	Dec 2018- Jun 19
Position	Quality Analyst
Project	Multiple Projects

Project Description

1. Hotel Guest Experience Automation:

Led the testing efforts for the "Hotel Guest Experience Automation" application, designed to offer hotel guests a seamless in-room service and room automation experience through a single user-friendly application. Wrote and executed 50+ test cases to validate the application's functionalities, covering features like in-room services, room automation, and user interaction. Conducted extensive APIs testing using Postman to ensure smooth integration with backend systems. Performed Staging environment testing to identify and resolve any issues before the application's launch, resulting in a bug-free and satisfying guest experience.

2. Atlas Living Website with Hotel Room Booking Flow:

Contributed significantly to testing the "Atlas Living" website, which featured a hotel room booking flow for travelers. Developed 50+ test cases and executed comprehensive smoke testing to validate critical features, such as room selection, booking process, and payment integration. Efficiently identified and reported issues on TFS and JIRA, collaborating with the development team to ensure prompt resolution. The thorough testing and bug-tracking efforts led to a highly functional and reliable website, offering a seamless booking experience to users.

Responsibilities and Achievements

- Wrote and executed over 100 test cases and scenarios based on the Business Requirements Document (BRD) for various projects, ensuring thorough test coverage and quality assurance.
- Conducted APIs testing using Postman for 20+ projects, verifying the functionality and performance of backend systems and interfaces.
- Performed rigorous testing in the Staging environment for 15+ projects, identifying and resolving issues before production deployment to ensure a seamless user experience.
- Logged and tracked bugs and issues on TFS and JIRA for 30+ projects, collaborating with development teams to ensure timely resolution and product quality improvement.
- Conducted smoke testing for 25+ projects, validating essential functionalities to ensure a stable and reliable software release.

Education

Data Analytics in Business St. Clair College, Windsor, Canada

Jan 2022 - May 2023

Bachelor of Telecommunication Engineering MVJ College of Engineering, India

Aug 2015 - Jun 2018