**Rashmi Bhandarkar**

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**PROFESSIONAL SUMMARY:**

Solutions-driven Business Systems Analyst with 12+ years of proven experience and strong business acumen in analysis, design, and delivery of process innovations driving the attainment of business goals. Experience delivering strong results for multi-national clients in retail, healthcare, legal and financial service sectors.

**WORK EXPERIENCE:**

**Epiq – Business Systems Analyst, Oregon Jul.2019 – Present**

Experience working with one of the leading providers for legal service industry that provides technology-enabled solutions for class action and mass tort claims.

* Understand the entire lifecycle of a class action or similar matter, determine what data is required based on functional requirements, and define how that data and business rules will translate to internal applications.
* Actively contributing to a POC project on Data Warehousing involving usage of PowerBI to address key deficiencies in the workflow process.
* Develop and publish technical specifications, technical requirements, and other documentation, as required.
* Design data mappings and transformations which will be used to drive ETL procedures.
* Work with QC Analysts to design testing strategies and plans to ensure all outcomes are as expected.
* Experience or knowledge working in Agile Driven development practices.
* Serve as liaison between Client Services (business) and Data Analysts (technical) teams to keep production work flowing smoothly.
* Work with Technical Project Managers to ensure all required steps and actions are captured in project plans, and that project timelines seem reasonable.
* Lead, conduct, or consult in user acceptance test exercises to ensure results are acceptable and meet requirements.
* Follow prescribed software development standards, processes, procedures, methodologies, etc., according to departmental policies and conventions.
* Extensive Experience in client interaction in understanding the business.

**Accenture – BI Analyst, Ireland Jun.2015- Aug.2017**

Over 2+ years of experience working with a major retail client, interfacing between systems area and business area to ensure business needs were met accurately.

* Collaborated with client teams to gather requirements, conduct detailed analysis, estimate efforts and author functional and technical design documents for business systems.
* Liaison between stakeholders and business units to define the scope of work, project plan, and deliverables by implementing business rules into technical instructions.
* Proposed solutions and recommended improvements to the existing business and interpretation of data by business users.
* Responsible for solving business problems and further business success by applying technical knowledge through the definition of high-level solutions, resulting in net revenue growth of 5%.
* Created workflow diagrams to document new and existing business environment.
* Assisted in designing a unified approach for organizing and representing EDW data to support the end users.
* Experience in all stages of Software Product Lifecycle – feasibility analysis, design, implementation, quality assurance, user acceptance, and maintenance.

**Accenture- Sr. Software/BI Engineer, India Apr.2010 – Oct.2015**

Over 5 years of experience building end to end solution for the UK’s leading retail and commercial financial services group called Lloyds Banking Group.

* Designed and analyzed business requirements and develop solutions that yielded relevant business information in a user-friendly format by collecting, analyzing and leveraging data to solve business problems.
* Created ETL Packages to load data to a centralized SQL Server database from diversified data sources.
* Assisted in automating manual reports for retail clients using SSRS Reports, which led to the reduction in 30% of resource time and significant improvement in performance management.
* Identified data quality issues during the ETL phase by cleaning up the original source system using Data Profiling/Data normalization which in turn resulted in effective customer experience.
* Implementation and delivery of MSBI platform solutions to develop and deploy ETL, reporting on SQL Server 2008 using SSIS, SSRS.

**Brio InfoTech – Sr. Software Engineer, India Dec.2006 – Mar.2010**

4+ years of experience developing enhancements for Windows-based ERP application for a leading Fitness Club.

* Analyzed business, user and technical requirements for proposed windows-based and system solutions.
* Collaborated with stakeholder groups across the organization to ensure business and technology alignment.
* Led business process and workflow mapping/analysis using data modelling technologies.
* Designed and implemented the business logic for sales force automation and financial accounting.
* Designed and implemented business logic for various modules of the application, improving time to flagship release of the product by 2x.
* Liaised with the production team to analyze bugs and resolve issues.

**Siemens – Software Developer, India Jun.2004 – Oct.2006**

2+ yearsof experience in developing and designing e-commerce portal.

* Collaborated across multiple teams to internalize and analyze business operations.
* Designed and implemented various modules of the project. Involved in resolving bugs/issues during change management.
* Developed proprietary solutions to automate business processes using Object Oriented Principles.
* Created prototype and production-level object-oriented applications throughout the software development life cycle, including design, modeling, coding, testing, and documentation.
* Designed a Web-based portal using ASP.NET linked to firm-wide SQL databases.

**TECHNICAL SKILLS:**

Tools/Programming languages: Microsoft Business Intelligence, C#, Power BI, ASP.NET, Python

Data Modeling Skills: Erwin

Software Development Methodologies: Agile

Databases: Microsoft SQL Server 2017/MySQL

**EDUCATION:**

**Master’s degree in Computer Applications Apr. 2002 to Jun. 2005**

Mumbai University, India

**Bachelor’s degree in Computer Science Jun. 1999 to Jun. 2002**

Mumbai University, India

**CERTIFICATIONS:**

**Microsoft Certified Professional (MCP)**

MCITP 70-452-Designing a Business Intelligence Infrastructure Using Microsoft SQL Server 2008

70-448-Microsoft SQL Server 2008, Business Intelligence Development and Maintenance

**Coursera certifications (2018)**

Python Data Structures and Getting Started with Python