

# Salman Shaikh

## Sr. Business Analyst

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### SUMMARY

Sr. Business Analyst with 7 years of experience delivering data-driven solutions using SQL, Advanced Excel, Tableau, Power BI, and Python for analysis, reporting, and automation. Strong expertise in requirements gathering, BRD documentation, process mapping, gap analysis, dashboard development, KPI tracking, and UAT coordination. Successfully improved reporting efficiency by automating SQL processes and reducing manual effort by 40%. Experienced in working with CRM and ERP systems, ETL concepts, API integrations, and data governance practices to ensure high data quality.

### CORE COMPETENCIES

**Methodologies & BA Frameworks:** Agile (Scrum, Kanban), Waterfall, SDLC, User Stories & Acceptance Criteria, BRD/FSD Documentation, Gap Analysis, Process Mapping, Stakeholder Management, Change Management

**Data Analysis & Reporting:** Advanced Excel (Pivot Tables, Power Query, VLOOKUP/XLOOKUP, Macros), Data Cleaning & EDA, KPI Tracking, Dashboard Development (Power BI, Tableau), Metrics Analysis, Google Analytics

**Programming & Automation:** Python (basic data cleaning and EDA), SQL (joins, aggregations, stored procedures), Power Automate, Zapier, RPA concepts, Basic SQL automation

**Process Improvement & Optimization:** Workflow Analysis, Root Cause Analysis, SOP & Process Documentation, Value Stream Mapping, Continuous Improvement Practices

**Requirements & Modeling Tools:** Jira, Confluence, MS Visio, Lucidchart, Draw.io, BPMN Modeling, Figma (wireframes/prototypes)

**Testing & Quality Assurance:** UAT Planning & Execution, Test Case Design, Requirement Traceability (RTM), Defect Tracking, Data Validation & Reconciliation, Post-Implementation Support

**Business Systems & Integrations:** CRM (Salesforce, Zoho), ERP (SAP), ETL Concepts, Fact & Dimension Modeling, API & Application Integrations, Data Governance & Master Data Management (MDM)

**Other Professional Skills:** HP Quality Center, JAD Sessions, Business Intelligence Concepts, Documentation & Reporting

### WORK EXPERIENCE

HCA Healthcare, TN - USA

Feb 2024 – Present

**Sr. Business Analyst**

- Lead requirement discovery sessions with clinical, operational, and IT teams to define user stories, acceptance criteria, and business rules for workflow and reporting enhancements.
- Drive sprint planning, backlog prioritization, and issue resolution using Agile practices to maintain delivery timelines and project transparency.
- Map current-state and future-state processes across scheduling, claims, and patient operations to reduce bottlenecks and align cross-functional stakeholders.
- Build Power BI dashboards that track patient throughput, provider utilization, and operational KPIs, increasing reporting visibility by 40% and helping leadership reduce decision-making time by 30%.
- Use Python and SQL to clean, validate, and analyze datasets from EHR, claims, and provider systems, improving data accuracy by 25% and enabling process recommendations that cut manual effort by 20%.
- Manage UAT cycles by designing test cases, validating data accuracy, tracking defects, and securing stakeholder sign-off before deployment.
- Partner with SAP and integration teams to align system configurations with business needs and verify successful downstream data flows.
- Maintain BRDs, workflows, RTMs, and documentation in Confluence to support audit readiness and enterprise governance standards.

Apex infolab, Bengaluru, India

Sep 2019 – Dec 2021

**Business Analyst**

- Gathered and documented business requirements for product, CRM, and analytics initiatives by collaborating with cross-functional teams and end users.
- Analyzed customer, sales, and product data using Excel, SQL, and Python to surface trends that improved reporting accuracy and supported leadership planning.
- Designed Power BI dashboards that tracked lead conversion, sales performance, and operational metrics, helping managers speed up decision-making by 35% and improving reporting efficiency by 40%.

- Mapped business processes, identified gaps, and recommended workflow changes that streamlined handoffs and reduced manual rework.
- Coordinated Agile ceremonies, managed sprint tasks in JIRA, and ensured clear visibility across development, QA, and business teams.
- Led UAT cycles by preparing test scenarios, validating system behavior, and documenting defects until successful resolution.
- Supported API and application integrations by aligning requirements, validating data mappings, and assisting engineering teams during deployment, improving integration accuracy by 30% and reducing post-release defects by 25%.
- Maintained project documentation including BRDs, user stories, RTMs, and process diagrams, improving traceability and compliance.

## **InfoWay Solutions, Mumbai, India**

**Jan 2017 – Aug 2019**

### **Business Analyst**

- Collected business requirements for internal applications, reporting tools, and workflow automation initiatives across finance and operations teams.
- Conducted detailed data analysis using Excel and SQL to support performance reviews, operational reporting, and KPI tracking, increasing reporting accuracy by 30% and cutting manual analysis time by 35%.
- Built dashboards and automated reports that improved visibility into productivity, quality checks, and task completion metrics.
- Documented process flows, identified inefficiencies, and proposed improvements that reduced turnaround time and improved team alignment.
- Collaborated with engineering and QA teams to clarify requirements, refine user stories, and support iterative releases, reducing rework by 20% and improving sprint delivery consistency by 25%.
- Executed UAT cycles by creating test cases, validating outputs, and ensuring system behaviors met business expectations.
- Coordinated defect tracking in HP Quality Center and communicated fixes and retest updates to stakeholders.
- Created BRDs, process maps, and system documentation that strengthened onboarding and operational clarity for new teams.

## **ACADEMIC PROJECT**

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### **Healthcare Utilization Forecasting | Python, R, SQL**

- Developed regression and forecasting models to predict patient utilization trends, applying statistical methods to real-world healthcare data.

### **Gitlytics | Python, Flask, PostgreSQL**

- Created a research support tool for analyzing GitHub collaboration patterns, organizing and automating reporting workflows.

## **EDUCATION**

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### **Master of Science in Business Analytics**

University of New Haven – West Haven, CT

**Jan 2022 – Dec 2023**

### **Bachelor of Engineering in Electronics and Telecommunication Engineering**

Mumbai University – Mumbai, India

**Aug 2013 – May 2017**