Shresht Naveen

Senior Business Analyst | **Enterprise Analytics** | **Cloud Data Solutions** | **Data Integration**

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PROFESSIONAL SUMMARY

- Results-driven Senior Business Analyst with 7+ years of expertise in enterprise analytics, BI, and process optimization across diverse domains. Proven track record of delivering data-driven insights, designing scalable analytics solutions, and driving operational excellence through advanced technical capabilities and strategic business alignment. Advanced SQL and Excel skills for multi-source data extraction, transformation, modeling, and analytical workflows.
- Designed and delivered interactive, Power BI, Tableau dashboards, incorporating parameterized reports, dynamic visualizations, and scenario-driven analytics to enable executive and operational decision-making. Deep understanding of enterprise analytics, operational performance management, BizOps transformation, and business process standardization across multiple sectors
- Engineered scalable data pipelines and orchestrated integration workflows across Azure, AWS, ensuring data quality, lineage, and reliable enterprise-level analytics. Expert in business process analysis using BPMN and UML methodologies, creating standardized workflow documentation, dependency analysis using Visio, Lucidchart & Confluence for cross-functional alignment
- Skilled in requirements elicitation, user story authoring, epic development, and backlog prioritization using Jira within Agile/Scrum and SAFe frameworks, ensuring technical solutions align with strategic business objectives
- Proven ability to integrate and analyze data from SAP FI/CO and Oracle Financials, delivering consolidated financial reporting, operational insights, and cross-system analytics for enterprise decision-making
- Extensive experience managing sprints, retrospectives, and stakeholder workshops using Jira, MS Project, and Smartsheet while implementing Kanban and Scrum methodologies for structured delivery across multiple initiatives
- Applied Lean Six Sigma (DMAIC) methodology to analyze operational workflows, identify inefficiencies, perform gap and root cause analyses, and implement data-driven process improvements.
- Executed comprehensive data cleansing, validation, and statistical analysis using SQL, Excel, and structured frameworks to enforce data integrity, consistency, and reliability across enterprise reporting and analytics.
- Managed impact assessments, risk analysis, and change requests using Confluence and Jira, ensuring governance compliance, process continuity, and proactive mitigation of operational risks.
- Developed business cases and cost-benefit analyses by integrating operational, financial, and compliance metrics, translating complex datasets into actionable insights for executive-level decision-making.
- Facilitated cross-functional workshops and stakeholder collaboration via Microsoft Teams, coordinating with IT, finance, and operations teams to validate analytics solutions and ensure alignment with enterprise objectives.
- Designed end-to-end reporting pipelines leveraging Azure Data Factory and Azure Synapse Analytics, including automated refresh workflows, data transformation logic, and lineage tracking for operational efficiency and reliability.
- Implemented system monitoring using Azure Monitor, optimized SQL queries and analytical data models, and enhanced Power BI/Tableau performance for enterprise-scale datasets and real-time operational workflows
- Experienced Technical Business Analyst with proven success bridging business and IT teams in Agile/Scrum environments, translating user needs into clear system requirements and user stories.
- Strong communicator and facilitator experienced in managing **multiple stakeholder groups with competing priorities**, ensuring alignment between business objectives and technical delivery.

TECHNICAL SKILLS

1. **Data Analysis:** SQL, Excel, Data Modeling, KPI Development, Data Cleansing, Root Cause Analysis, Statistical Analysis
2. **Business Intelligence & Visualization:** Power BI, Tableau, Data Visualization, Dashboard Design, Executive Reporting
3. **Business Process & Documentation:** BPMN, UML, Business Process Mapping, Process Flow Analysis, Workflow Optimization, Visio, Lucidchart, User Story Development (INVEST), Acceptance Criteria Definition, Product Planning & MVP Definition, Release Strategy, Deployment Roadmapping, Impact Analysis, Wireframing (Balsamiq, Axure), Documentation, Confluence, Wireframing (Balsamiq, Axure), BPMN (Visio, Lucidchart), DMN, Process Flow Design
4. **Project & Agile Tools:** Jira, Agile Scrum, Kanban, MS Project, Smartsheet, Stakeholder Communication, Workshop Facilitation
5. **Collateral Management Domain (Titles & Financial Operations):** Collateral Titles Management, Margining, Dispute Resolution, Settlement Workflows, Collateral Lifecycle Analysis and Optimization
6. **Cloud & Data Platforms:** Azure Synapse Analytics, Azure Data Factory, Azure Analysis Services, Azure Functions, Azure SQL Database, Azure Monitor, AWS S3, AWS Management Console, Data Integration & Pipelines, Salesforce (Data Structure, API Integration), MuleSoft (Integration Workflows, API Flows)
7. **ERP & Financial Systems:** SAP FI/CO, Oracle Financials, Financial & Operational Data Consolidation
8. **Process Improvement & Methodologies:** Lean Six Sigma (DMAIC), Gap Analysis, Risk Analysis, Change Management, Cost-Benefit Analysis, Continuous Improvement

CERTIFICATIONS

- Tableau Desktop Specialist
- Certified Scrum Master (CSM)

Photon – Orlando, FL, US | **Senior Business Analyst**   **Aug 2024 – Present**

Project Title: Enterprise Financial & Operational Analytics Transformation

Overview: Led a comprehensive Enterprise Financial & Operational Analytics Transformation initiative at Photon, aimed at unifying multi-source data, optimizing business processes, and delivering cross-functional analytics for finance, IT, and operations. The project focused on building scalable reporting pipelines, advanced dashboards, and integrated financial insights using modern data platforms and analytics tools, enabling enterprise-level decision-making, operational efficiency, and process standardization.

- Extracted, transformed, and harmonized multi-source enterprise datasets using SQL advanced queries, CTEs, and window functions, ensuring data consistency and enabling complex analytical modeling for cross-functional insights.
- Designed interactive Power BI dashboards leveraging DAX measures, composite models, advanced filtering, and row-level security, delivering secure, role-based insights across operational and business functions.
- Built advanced Tableau visualizations using parameterization, calculated fields, LOD expressions, and dynamic filtering, supporting scenario-driven operational analysis and cross-functional decision-making.
- Analyzed, mapped, and documented complex business processes using Visio, Lucidchart, BPMN, and UML, establishing standardized workflows and clear process documentation across finance, IT, and operational functions.
- Led product planning and release discussions, defining MVP scope, prioritization, and rollout strategies for enterprise collateral initiatives.
- Translated business objectives into detailed user stories, epics, and acceptance criteria for development teams in Jira.
- Collaborated across Technology, Enterprise Architecture, and Business teams to define dependencies, validate business rules, and ensure seamless system integration.
- Supported Collateral Titles Management workflows, including tracking, reconciliation, and lifecycle transitions.
- Conducted detailed requirements elicitation, backlog prioritization, and authored user stories and epics in Jira, ensuring alignment between business objectives and technical solutions.
- Executed gap analysis and root cause investigations leveraging SQL queries, process analysis frameworks, and workflow modeling, identifying systemic inefficiencies and areas for process optimization.
- Developed comprehensive business cases and cost-benefit frameworks using Excel, Power BI, and Tableau, integrating operational, financial, and compliance insights to support enterprise strategic initiatives.
- Streamlined data pipelines and enterprise reporting workflows using Azure Data Factory and Azure Synapse Analytics, supporting seamless data transformation, integration, and end-to-end lineage tracking.
- Integrated financial and operational data from SAP FI/CO and Oracle Financials into analytics platforms, enabling consolidated reporting and cross-system insights for enterprise decision-making.
- Managed change requests and performed impact assessments using Confluence and Jira, ensuring accurate implementation of process improvements, reporting enhancements, and governance compliance.
- Applied Lean Six Sigma DMAIC methodology to optimize operational processes, translating findings into visual insights using Power BI for continuous improvement initiatives.
- Monitored project timelines, resource allocation, and dependencies using MS Project and Smartsheet, supporting structured Agile/SAFe delivery across multiple initiatives and teams.
- Facilitated cross-functional workshops via Microsoft Teams to validate analytics, business rules, and reporting requirements, ensuring enterprise alignment and stakeholder engagement.
- Optimized complex SQL queries, analytical data models, and reporting logic to enhance Power BI and Tableau performance for enterprise-scale datasets and operational workflows.
- Supported advanced analytical automation and integration using Azure Analysis Services and Azure Functions, improving scalability, reliability, and reusability of reporting solutions.
- Designed end-to-end workflows and sanction decision trees using BPMN and DMN, enabling clearer process visualization and automation readiness.
- Supported analysis of sanctions alerts, transaction screening, and payment exception management across financial system
- Partnered with IT and Finance to validate payment routing logic and ensure compliance with sanctions and regulatory standards.

Environment: SQL, Excel, Power BI, Tableau, Visio, Lucidchart, Confluence, Jira, SharePoint, Microsoft Teams, Agile Scrum/SAFe, Kanban, BPMN, UML, Lean Six Sigma (DMAIC), Azure Synapse Analytics, Azure Data Factory, Azure Analysis Services, Azure Functions, Smartsheet, MS Project, SAP FI/CO, Oracle Financials, Dispute Resolution, Settlement Workflows, Product Planning, MVP Definition, Release Management

IBM – Armonk, NY, US | **Business Analyst – BizOps**   **Oct 2022 – Jul 2024**

Project Title: Enterprise Operational Analytics & Process Optimization Platform

Overview: Led the design and implementation of an enterprise-wide Operational Analytics and Process Optimization Platform for IBM's BizOps division, aimed at unifying operational, financial, and performance data to drive actionable insights, standardize workflows, and enhance decision-making across multiple business units. The initiative focused on integrating multi-source data, streamlining reporting pipelines, and embedding process intelligence to support continuous operational improvement and enterprise governance.

- Designed and developed interactive Power BI dashboards leveraging advanced data modeling, complex measures, dynamic visualizations, and drill-through features to provide comprehensive operational trend analysis.
- Built parameterized Tableau dashboards using calculated fields, dynamic filters, and scenario-based configurations, enabling cross-functional insights and supporting enterprise-level decision-making.
- Conducted end-to-end business process mapping using BPMN, documenting workflows, dependencies, and inefficiencies to standardize operations and optimize process execution across functions.
- Engaged in product and feature planning discussions, defining MVP deliverables and coordinating cross-team dependencies for collateral lifecycle initiatives.
- Gathered and formalized detailed business requirements, translating stakeholder objectives into actionable user stories and epics in Jira, guiding analytics and technical development for solution delivery.
- Authored system-level user stories and acceptance criteria to ensure accurate delivery of functional requirements
- Created wireframes and functional prototypes using Balsamiq and Axure, validating solution designs with stakeholders and ensuring alignment with business objectives and usability standards.
- Performed risk analysis and identified operational bottlenecks using SQL queries and structured reporting frameworks, enabling proactive mitigation strategies and continuous process improvement.
- Maintained comprehensive knowledge management and solution documentation in Confluence, ensuring traceability, version control, and effective collaboration across cross-functional teams.
- Built and optimized end-to-end reporting pipelines using Azure SQL Database integrated with Power BI, implementing data transformation, modeling, and automated refresh workflows to ensure operational data integrity and accessibility.
- Monitored system performance, logs, and exception alerts using Azure Monitor, enabling proactive detection of anomalies, incident resolution, and process continuity across multiple operational systems.
- Conducted root cause analysis of operational deviations using SQL and Excel advanced functions, identifying process inefficiencies, gaps in data workflows, and opportunities for reporting and operational improvement.
- Collaborated with cross-functional teams including IT, finance, and operations to validate analytics solutions, ensure alignment with business objectives, and enforce enterprise standards and governance frameworks.
- Configured custom Jira workflows, implemented agile boards, and facilitated sprint planning, retrospectives, and backlog refinement to support structured delivery and team efficiency.
- Produced executive-level dashboards and analytical reports in Power BI and Tableau, translating complex operational, financial, and performance datasets into actionable insights to guide leadership decision-making.
- Supported process standardization and continuous improvement initiatives by integrating analytics, reporting, and operational data workflows across multiple systems.
- Partnered with Salesforce development and integration teams to define business rules, data mappings, and technical requirements for CRM-related analytics and reporting.
- Collaborated on MuleSoft integration workflows connecting operational, finance, and CRM systems, ensuring data consistency and performance alignment.
- Authored user stories and acceptance criteria in Jira following the INVEST principle, enabling smooth Agile sprints and clear developer handoffs.
- Conducted impact analysis of integration changes across dependent systems, ensuring minimal disruption and clear documentation of upstream/downstream effects.
- Created wireframes and workflow diagrams using Balsamiq and Lucidchart to visualize system enhancements and integration flows.
- Facilitated Agile ceremonies, including backlog grooming, sprint planning, and retrospectives to ensure project transparency and alignment.
- Partnered with global payments and compliance stakeholders to enhance sanctions screening and exception handling processes.
- Analyzed ISO20022 and SWIFT message mappings to support payment reconciliation and operational optimization.
- Modeled as-is and to-be payment workflows using BPMN and DMN, ensuring alignment with global standards and business objectives.

Environment: SQL, Excel, Power BI, Tableau, Data Modeling, BPMN, Wireframing (Balsamiq, Axure), Agile Scrum, Jira, Confluence, Requirements Gathering, Process Flow Analysis, Risk Analysis, Reporting, Documentation, Azure SQL Database, Azure Monitor, Margining, Dispute Resolution, Product Planning, MVP Definition, Release Management

Coforge Ltd – Hyderabad, India | **Business Analyst**   **Mar 2018 – Apr 2021**

- Extracted and transformed business-critical datasets using SQL and Excel to generate KPIs for operational performance tracking.
- Developed interactive dashboards in Power BI and Tableau, enabling leadership to monitor financial and operational metrics.
- Conducted data cleansing and validation using Excel and statistical checks to improve accuracy and reliability of reports.
- Documented workflows and process maps in Visio and BPMN, standardizing operations & identifying automation opportunities.
- Maintained issue tracking and project documentation in Jira and Confluence, ensuring transparency and traceability across projects.
- Translated business requirements into functional specifications, collaborating with technical teams to deliver aligned solutions.
- Supported cloud data operations using AWS (S3, Management Console), enabling centralized storage & retrievalfor analytics.
- Performed root cause analysis of operational discrepancies using SQL & data visualization to identify bottlenecks & improvements.
- Built executive-level reports in Power BI and Tableau, providing actionable insights for decision-making.
- Applied basic statistical methods in Excel for trend analysis and performance evaluation of key business metrics.
- Coordinated with cross-functional teams to validate requirements, ensure solution accuracy, and maintain alignment with business objectives.

Environment: SQL, Excel, Power BI, Tableau, Data Analysis, KPI Development, Data Cleansing, Process Documentation, Business Process Analysis, Visio, Jira, Confluence, BPMN, AWS S3, AWS Management Console