

# Varsha Ramkumar

## Senior Business Analyst

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📍 OMR, Chennai - 600096, Tamil Nadu, India | 🏠 1997-03-31 | 🇮🇳 Indian

## SUMMARY

Accomplished Senior Business Analyst with 4+ years of experience driving digital transformation, process automation, and enterprise system modernization across healthcare, manufacturing, e-commerce, and technology sectors. Expert in bridging business and technology teams, leading requirements gathering, and implementing solutions that enhance efficiency and maximize performance. Highly proficient with technical tools such as Power BI, Tableau, SQL, DAX, Power Query, and Snowflake for advanced data analysis, visualization, and reporting automation. Experienced in data warehousing, business process mapping (BPM), and predictive modeling, with strong skills in JIRA, Confluence, and Microsoft Visio for project and requirements management. Adept in Agile, Scrum, and Waterfall methodologies, with a proven ability to deliver solutions that enable data-driven decision-making, streamline manual processes, and optimize enterprise systems. Recognized for outstanding stakeholder management, communication, and technical expertise in transforming business requirements into actionable solutions.

## WORK EXPERIENCE

### Senior Business Analyst | Kauvery Hospital

Jan 2025 - Present, Chennai, Tamil Nadu, India

- Led automation of ARPOB Analysis, transitioning manual Excel-based reporting into real-time, automated Power BI dashboards; improved strategic decision-making & reduced reporting errors by 70%.
- Designed Power BI dashboards for executive monitoring of ARPOB, ALOS, Net Revenue, and fraud detection in card transactions, enabling proactive cost control.
- Developed Google Sheets with advanced formulas to streamline ARPOB data collection from multiple locations, integrated with Power BI for monthly investor reports.
- Automated notifications for declining revenue/ARPOB, providing actionable insights on performance drops.
- Implemented card transaction monitoring, linking Power BI to transaction reports to detect repeated card use and notify unit heads/finance for fraud investigation.

### Senior Business Analyst | Cognizant

Feb 2024 - Jan 2025, Chennai, Tamil Nadu

- Automated 4 manual processes for cost updates, vendor onboarding, and premium membership eligibility using JIRA, Tableau, Snowflake, and API integrations.
- Designed Tableau dashboards connected directly to Snowflake for real-time vendor eligibility checks; improved CMS efficiency and reduced admin workload.
- Streamlined BI team workflows by automating user additions to databases via Excel-to-API processes and scheduled cron jobs.
- Extracted and analyzed large datasets, enhancing reporting accuracy and enabling data-driven decisions for premium customer segments.
- Authored user stories and led requirement sessions for divisional strategies and system enhancements.

### Business Analyst | Refex Industry

Dec 2022 - Feb 2024, Chennai, Tamil Nadu, India

- First Business Analyst in a multi-vertical conglomerate; mapped and digitized processes for Refrigerant Gas, Coal & Ash, Solar C&I, Medical, and Aviation businesses.
- Led requirements gathering, authored BRDs/FRDs/SRS, and managed change management and solution analysis.
- Implemented SuiteCRM for inventory, cylinder tracking (ISO standards), and sales tracking; coordinated with developers and managed UAT and dashboard delivery.
- Introduced RPA for real-time vehicle tracking and petrol validation in Coal & Ash business; automated payment calculations and fraud controls.
- Deployed HONO app for HR, digitalized PO/inventory management for SCM, and delivered end-to-end implementation and user support.

### Device Associate | Amazon

Mar 2020 - Mar 2021, Chennai, Tamil Nadu, India

- Manual tester for Fire Stick products across multiple countries (Japan, UK, USA, Germany, India).

Analyzed customer needs, created test case documentation, and executed regression and repetitive test cases for new releases (2 products, 12 features globally).  
Reported bugs and performed failure analysis, collaborating cross-functionally to ensure product reliability and timely releases.

## EDUCATION

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### Masters in Business Analytics | St Josephs College Of Engineering

Jul 2021 – Apr 2023 • Chennai, Tamil Nadu, India

### Bachelor of Engineering in Computer Science Engineering | Ponnaiyah Ramajayam Institute of Science and Technology

Aug 2015 – May 2019 • Thanjavur, Tamil Nadu, India

## SKILLS

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- Skills:** Power BI, Tableau, SQL & DAX, Power Query, Snowflake, Data Warehousing JIRA & Confluence, Microsoft Visio Agile & Scrum, Waterfall, IIBA Standards Business Process Mapping (BPM), BRD & FRD Authoring, User Story Creation UAT, Predictive Modelling, Requirements Gathering, Stakeholder Management Gap & Root Cause Analysis, Data Analysis & Visualization, Prototyping, JIRA & Confluence, User Story Creation, User Acceptance Testing (UAT), Predictive Modelling, Requirements Gathering, Stakeholder Management, Gap & Root Cause Analysis,, Data Analysis & Visualization, SQL, Process Improvement, Prototyping & Wireframing, System Architecture , Communication

## CERTIFICATIONS

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### CBAP® – Certified Business Analysis Professional (IIBA) | IIBA | Mar 2023

### EXIN Agile Scrum Master Certified

### Master’s in Business Analytics (IBM) | IBM

### Career Essentials Certificate by Microsoft and LinkedIn | Microsoft and LinkedIn

### Power BI Certification

### SQL Certification

### CELPPI

## LANGUAGES

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### English

Fluent

### Tamil

Fluent

### Hindi

Fluent