

# Karrishhma Shaik

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## Profile Summary

Detail-oriented **Business Analyst** with 2 years of experience across **technical support, business operations, and process improvement**. Skilled in **requirements gathering, stakeholder communication, data analysis, and workflow optimization**. Proficient in **SQL, Excel, Power BI, and JIRA** for reporting, dashboards, and requirement tracking. Experienced with **Agile methodologies, UAT support, and cross-functional collaboration**.

## Core Skills

- **Data Analysis:** SQL querying, Power BI, Excel dashboards, UAT support
- **Tools:** JIRA, GUTS, TDIS, Agile/Scrum
- **Technical:** Python (basics), API understanding, troubleshooting
- **Soft Skills:** Communication, documentation, problem-solving

## Professional Experience

### Engineer — Movate

Dec 2023 – Sep 2025 —  
Hyderabad, IN

(Started as Technical Support; transitioned to Business Analyst within internal Movate projects)

- Managed onboarding of employees, contractors, and interns; configured devices (Chrome, Mac, Windows, Linux) and handled access setup (VPN, SSH, CRD, RDP).
- Supported MFA setup, SAP asset reconciliation, and troubleshooting of internal go-link issues.
- Diagnosed customer issues via remote desktop and ticketing tools (GUTS, JIRA, TDIS), ensuring timely resolution.
- **Project: Next-Generation Network Optimization (Internal FSO Initiative)**
  - Gathered and documented complex technical requirements from 15+ engineers and managers; converted into BRDs and Agile user stories.
  - Conducted process mapping (“As-Is” vs. “To-Be”), introducing automation to eliminate manual checkpoints and boost efficiency.
  - Defined KPIs (deployment rate, MTTR) and developed Power BI/Tableau dashboards for real-time performance insights.
  - Led Agile ceremonies across 22 sprints, prioritizing high-value deliverables and maintaining stakeholder alignment.

### Business Operations Executive — MyCaptain

Aug 2023 – Oct 2023 —  
Bengaluru, IN

- Analyzed operational data to identify workflow bottlenecks and presented improvement strategies to leadership.
- Supported Agile planning, documentation, and project tracking to ensure cross-functional delivery efficiency.
- Collaborated with product and operations teams to refine communication processes and enhance execution.

## Projects

- **Sales Dashboard (Power BI & SQL):** Designed an interactive dashboard to track KPIs and sales performance, improving data-driven decision-making.
- **Data Analysis (Excel & SQL):** Extracted, cleaned, and visualized datasets for business insights and stakeholder reporting.

## Education

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B.Tech, Electronics & Communication Engineering — BVRIT Hyderabad College of Engineering for Women

2019 – 2023

## Certifications

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- Software Testing — Simplilearn
- Power BI — Simplilearn