

# MANALI CHAVAJ

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## SUMMARY

Analytical and results-driven Business Analyst with over 2 years of experience leading requirement gathering, process documentation, and data-driven workflow optimization across cross-functional teams in Agile environments. Skilled in translating complex business needs into actionable technical and analytical solutions that enhance operational efficiency and strategic decision-making. Experienced in stakeholder management, KPI reporting, and developing interactive dashboards using Tableau, SQL, and Salesforce data.

## EDUCATION

### The George Washington University, School of Business

December 2025

Master of Science in Business Analytics (STEM)

### Savitribai Phule Pune University

May 2022

Bachelor of Engineering in Electronics & Telecommunication Engineering

## PROFESSIONAL EXPERIENCE

### Conseqta Technology LLC – Arlington, VA

Aug 2025 - Present

#### Business Technology Analyst Intern

- Led cross-functional requirement-gathering and process-mapping workshops with business and technical teams to identify inefficiencies and define project scope, resulting in streamlined workflows and clear specifications for development teams.
- Performed advanced SQL and Excel data analysis to evaluate performance metrics, uncover process bottlenecks, and quantify improvement opportunities, delivering insights that improved reporting efficiency and enhanced decision-making.
- Designed and deployed interactive Tableau dashboards and KPI reports to monitor business performance across departments, automating manual reporting tasks and enabling leadership to make data-driven decisions 40% faster.
- Collaborated with Agile teams during sprint cycles to create user stories, validate acceptance criteria, and support UAT, ensuring analytics and automation solutions were delivered accurately and improved process accuracy by 15%.

### Persistent Systems - Pune, India

June 2022 – January 2024

#### Salesforce Admin/Developer

- Collaborated with cross-functional product and business teams to analyze requirements and design scalable Salesforce solutions, ensuring system functionality aligned with business goals and improving user adoption by 20%.
- Developed and automated end-to-end workflows using Flows, validation rules, and dynamic reports to streamline approval and sales processes, reducing cycle time by 25% and improving process reliability.
- Integrated CRM data into Tableau and Power BI environments to consolidate performance reporting and enhance visibility into pipeline metrics, enabling leadership to make real-time, data-backed decisions.
- Coordinated UAT and post-deployment validation efforts by documenting user stories, managing test cases, and verifying data accuracy, ensuring smooth releases and increased stakeholder satisfaction.

### Persistent Systems - Pune, India

December 2021 - June 2022

#### Salesforce Intern

- Configured Salesforce objects, fields, and dashboards to support operational reporting and data tracking needs, enhancing visibility of KPIs across sales and service teams.
- Built and tested automation workflows and validation rules to eliminate redundant manual inputs, reducing data entry time by 35% and improving data accuracy and process efficiency.

### Mass Industries - Pune, India

January 2021 - June 2024

#### Business Operations(Part-Time)

- Managed cross-functional resource planning and project coordination by overseeing workforce allocation, task prioritization, and progress tracking, ensuring balanced workloads and consistent, on-time project delivery.
- Developed operational dashboards and performance reports to monitor productivity metrics and sprint outcomes, increasing leadership visibility and improving team efficiency by 25%.

## TECHNICAL SKILLS & CERTIFICATIONS

**Business Analysis:** Requirements Gathering, Process Mapping, BRD/FSD Documentation, Stakeholder Management, Agile/Scrum

**Data & Analytics:** SQL, Tableau, Power BI, Excel (Advanced), KPI Reporting, Data Visualization, Data Cleaning, SAS

**Technical Tools & Development:** Salesforce Clouds, Apex, LWC, MySQL, Python, R, Java, HTML/CSS, REST API

**Platforms & Collaboration Tools:** JIRA, Confluence, Git, GitLab, AWS, Visual Studio Code, DataBricks

**Certifications:** Salesforce Certified Administrator • Salesforce Platform Developer I • Salesforce Associate • Salesforce AI Associate