

SUMMARY

Technical Analyst with 5+ years of experience across business analysis, data analytics, and marketing insights, supporting technology-driven and customer-facing platforms. Specialized in requirements documentation, SQL-based analysis, dashboard development, and performance reporting to enable data-driven decision-making, operational efficiency, and measurable business impact.

SKILLS

Software Development: Python, REST APIs, JSON, Git and GitHub, Debugging and Troubleshooting, Unit Testing Concepts, Automation Scripts, SDLC, Basic HTML, CSS, JavaScript, Azure DevOps, Application Performance

Business Analysis: BRD, FRD, FSD, RTM, User Stories, Functional Specifications, Process Flows, Business Process Documentation, Requirements Elicitation, Data Mapping, UI and Workflow Documentation, Application Lifecycle Management

Data: SQL (Joins, Complex Queries, Data Validation), Advanced Excel, Power BI, Data Modeling, Dashboard Development, KPI Design, Source-to-Target Mapping, Snowflake, Machine Learning (Foundational), Performance Reporting

Marketing and Insights: Test Script Development, Marketing Analytics, Campaign Performance Analysis, Customer Segmentation, Trend Analysis, Growth and Conversion Reporting

Tools: Power BI, Lucidchart, Visio, Jira, Confluence, ServiceNow, n8n Workflow Automation

Methodologies: Agile Scrum, SDLC, UAT Planning & Execution, Test Case Design, QA Collaboration, SLAs

Other Tools: R, D365, Microsoft Office Suite, Microsoft Teams, SharePoint, Workflow Automation Tools, Cloud-Based Collaboration Platforms, Miro, Figma

EXPERIENCE

PamTen Inc.	Remote, USA
Business Analyst	January 2025 - Present
<ul style="list-style-type: none">Led requirements gathering with business, compliance, and risk teams for an AI-enabled fraud detection and identity verification platform, producing BRDs, FSDs, data mapping documents, and process flows aligned to fraud management policies.Designed end-to-end fraud workflows, alerts, scoring logic, and case-handling processes in Lucidchart and Visio, improving fraud detection accuracy by 25% and reducing manual investigations by 35%.Conducted data profiling and SQL-based validation to support fraud rule configurations, identify anomalies, and ensure correct data flow across modules.Developed n8n workflow automation to orchestrate multi-step fraud checks, rule-based triggers, and data verifications, improving workflow reliability and reducing false positives.Collaborated with engineering teams on solution design, API configuration, and rule logic translation, ensuring accurate implementation of business and compliance requirements.Directed UAT cycles by creating test scripts, test cases, and validation scenarios, ensuring 100% sign-off for fraud detection and ATS components.Built Power BI dashboards for fraud-risk KPIs, alert volumes, and performance trends, increasing visibility for compliance and leadership teams by 40%.	
Amazon Development Center	Hyderabad, India
Business Analyst	June 2022 - September 2023
<ul style="list-style-type: none">Analyzed customer behavior, support workflows, and escalation patterns using SQL and data analysis, identifying anomalies and high-risk transaction patterns that improved issue resolution accuracy by 22%.Created rule-based logic, user stories, and acceptance criteria for workflow enhancements and compliance-driven process improvements.Built dashboards to monitor SLA adherence, escalation risks, and defect trends, reducing manual data consolidation effort by 35% and improving detection of recurring patterns.Conducted root-cause analysis and collaborated with engineering teams to enhance system logic, reducing repeat issues by 18% and improving platform reliability.Supported UAT by designing test cases, validation scripts, and traceability matrices for process and rule changes impacting customer security.	
Technical Support Associate	September 2021 - June 2022

- Provided Tier-1 and Tier-2 technical support for customer-facing applications, ensuring SLA compliance and production stability.
- Debugged application issues by analyzing logs, API responses, and system behavior; validated defects using Jira and ServiceNow.
- Collaborated with engineering teams to reproduce bugs, document root causes, and support development fixes in Agile environments.
- Standardized troubleshooting procedures and authored technical SOPs and knowledge articles, improving resolution consistency and onboarding efficiency.

Synchrony Financial
Technical Support - Process Analyst

Hyderabad, India
September 2020 - September 2021

- Supported enterprise financial applications by diagnosing platform and account issues and performing root cause analysis on recurring defects.
- Analyzed incident trends using Excel and SQL, improving first-contact resolution accuracy and system reliability.
- Implemented process improvements based on RCA findings, reducing repeat incidents and improving operational consistency.
- Created and maintained SOPs, process maps, and technical documentation to standardize workflows.
- Coordinated with technical teams to schedule fixes, validate resolutions, and support stable releases.

Ardra Design Studio
Software Developer

Hyderabad, India
June 2019 - August 2020

- Automated Developed and tested backend application features using Python, REST APIs, and modular design principles.
- Translated functional requirements into technical tasks and contributed to backend logic and data handling.
- Implemented data validation and error-handling mechanisms to improve application reliability and robustness.
- Debugged production issues and optimized application performance for improved response times.
- Supported UI component refinement and API integration to enhance overall user experience.

EDUCATION

Master of Science, Business Analytics
University of New Haven

December 2024
Connecticut

Relevant Coursework: Data Analytics, Business Intelligence, Marketing Analytics, Predictive Analytics, Database Management, Data Visualization

Bachelor of Technology, Computer Science Engineering
Mewar University

May 2019
India

Relevant Coursework: Data Structures and Algorithms, Database Management Systems (DBMS), Operating Systems, Software Engineering, Object-Oriented Programming (Java/C++), Web Technologies, Computer Networks, Systems Analysis and Design, Discrete Mathematics

PROJECTS

AI-Enabled Staffing Portal | PamTen

May 2025 - Present

- Conducted end-to-end business and data analysis across 10+ hiring modules, improving process transparency and reducing manual screening effort by 35%.
- Led backlog refinement, sprint planning, and UAT preparation to strengthen requirement clarity and accelerate stakeholder adoption across product and engineering teams.
- Designed reporting workflows and executive dashboards that enhanced decision visibility by 40% and aligned technical delivery with business goals.

Tools: Power BI, Azure DevOps, SQL, Miro, Excel

Uber Ride Allocation Optimization | University of New Haven

December 2024

- Analyzed historical ride and driver datasets using SQL and data profiling to uncover demand patterns, allocation gaps, and service bottlenecks across regions.
- Applied regression analysis in Python to forecast peak demand periods and optimize driver-rider matching, reducing allocation lag by 12%.

Tools: Python, SQL, Pandas, NumPy, Excel, R, Power BI