Srishti Agrawal | Business Analyst

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Key Career Highlights

- Developed interactive dashboards and reports that improved decision-making and increased qualified lead conversions by 30%.
- Automated data collection and reporting tasks, reducing manual errors by 80% and saving 15 hours per week.
- Enhanced stakeholder engagement by facilitating requirements workshops and translating business needs into technical specifications.

Professional Summary

- Analytical Business Analyst with expertise in requirements gathering, process mapping, and data visualization for technology and services organizations.
- Skilled in interpreting complex data, identifying trends, and providing actionable insights to improve operational efficiency and customer experience.
- Experienced in collaborating with cross-functional stakeholders to define problem statements, design solutions, and ensure successful implementation.
- Technically proficient with strong scripting and automation skills, enabling rapid prototyping and continuous improvement.

Core Skills & Competencies

- Requirements Gathering & Stakeholder Engagement
- Data Analysis & Statistical Modeling
- Business Process Mapping & Improvement
- Dashboards & Data Visualization
- Project Coordination & Agile Methodologies
- SQL & Python Scripting
- Power BI, Tableau & SAP Analytics Cloud
- CRM & ERP Systems
- Problem-Solving & Critical Thinking
- Communication & Documentation

Tools & Technologies

- Power BI, Tableau, SAP Analytics Cloud, MS Excel
- SQL, Python (pandas, numpy), VBA
- JIRA, Confluence, MS Project
- CRM/HRMS/CLM platforms
- Data visualization libraries (matplotlib, seaborn)

Professional Experience

New Era Technology | Business Analyst *(Dec 2021 – Present)*

- Collaborated with clients and internal stakeholders to define business requirements for enterprise software deployments, producing detailed user stories and acceptance criteria.
- Performed data analysis and developed dashboards to track program health, improving sprint efficiency by 20% and enabling data-driven decision-making.
- Facilitated workshops with product, engineering, and customer success teams to elicit requirements and align expectations, resulting in smoother implementation phases.
- Assessed existing processes and recommended improvements that reduced project overhead by 15% and optimized resource utilization.

Spoors Technology | Business Analyst Intern *(Apr 2021 – Nov 2021)*

- Enhanced CRM data hygiene and sales outreach workflows, increasing qualified lead conversions by 30%.
- Created dynamic dashboards for pipeline forecasting and sales performance using Power BI, enabling management to make informed decisions.
- Automated reporting and data extraction tasks with Python scripts, saving 15 hours per

week and reducing manual errors by 80%.
  - Collaborated closely with stakeholders to gather requirements, document processes, and communicate technical solutions.

Key Projects

  - Redesigned customer onboarding workflow, reducing processing time by 20%, eliminating 30% of manual tasks, and lowering error rates by 15%.
  - Conducted a process optimization initiative that cut response times by 50% and improved customer satisfaction by 20%.
  - Performed supply chain bottleneck analysis that reduced inventory holding costs by 25% and improved replenishment accuracy.

Education

Master of Business Administration (MBA) — 2021
International Management Institute

Bachelor of Business Administration (BBA)
Sam Higginbottom University of Agriculture, Technology & Sciences

Certifications

  - PMI Agile Certified Practitioner
  - Data Science Bootcamp (Harvard extension) – Foundations of Data Science
  - SAP Certified Application Associate – SAP Analytics Cloud & Planning
  - Business Communication & Presales Management Certifications

Preferred Location & Work Mode

Bangalore, Karnataka, India (Hybrid; open to On-site or Remote).