

Tabassum Sarah

Email: tabassumsarah08@gmail.com | 203-887-0316 | [LinkedIn](#) | [Git Hub](#)

SUMMARY

Business Analyst with 5 years of experience driving data-informed decision-making, process automation, and KPI optimization across education, telecom, and healthcare. Adept in SQL, Excel (VBA), Power BI, and data visualization tools to convert large datasets into actionable insights. Proven ability to define requirements, automate reporting pipelines, monitor performance metrics, and collaborate with cross-functional teams in Agile and Waterfall environments.

TECHNICAL SKILLS

Data Analytics: SQL, Excel (VBA, Power Pivot), Power BI, Tableau, DAX, M Query

Data Management & BI: ETL, KPI Design, Data Cleansing, Requirements Documentation, RTMs

Programming & Tools: Python, R, SQL, HTML, Azure DevOps, Jira, SharePoint, Lucidchart, Visio

Methodologies: Agile, Waterfall, SDLC, OKRs, Process Modeling, UAT

Soft Skills: Stakeholder Communication, Problem Solving, Strategic Thinking, Executive Reporting, Cross-Team Collaboration

EXPERIENCE

World Education Services - Remote

Sept 2023 - Present

Technical Business Analyst

- Built automated reporting pipelines using Power BI and SQL Server, reducing report delivery time by 30%.
- Designed KPI dashboards for anomaly detection and operational performance, improving executive response speed by 15%.
- Authored BRDs, FRDs, and RTMs; led UAT sessions across distributed teams to accelerate stakeholder approvals by 20%.
- Mapped complex As-Is and To-Be workflows using Visio and Lucidchart, increasing requirement clarity and reducing post-deployment rework by 30%.

Airtel - Hyderabad, India

Jan 2022 - May 2023

Business Analyst

- Designed and delivered Power BI dashboards for sales and customer engagement, reducing reporting time by 30%.
- Created OKRs and business cases that informed major telecom product decisions and improved strategic alignment.
- Managed Agile sprints using Jira; prioritized user stories and defined acceptance criteria to increase velocity by 15%.
- Facilitated product evaluation workshops and contributed to vendor selection using a requirement-driven scorecard.

Thyrocare Technologies Ltd - Hyderabad, India

Sep 2020 - Dec 2021

Business Intelligence Developer/ BA

- Automated ETL pipelines in Power Query and SQL, reducing manual data processing by 30% for lab operations reporting.
- Developed dashboards visualizing lab test volumes, turnaround times, and revenue KPIs for executive review.
- Cleansed and standardized 10+ datasets across business units to resolve 95% of reporting discrepancies.
- Conducted stakeholder training sessions to improve the adoption of BI tools and foster a data-driven culture.

Ardra Design Studio - Hyderabad, India

Sep 2019 - Aug 2020

IT System & Software Developer

- Gathered ERP system requirements, documented functional specs, and created user manuals for streamlined onboarding.

- Built UI wireframes and prototypes using HTML and Python, incorporated user feedback through usability testing cycles.
- Participated in QA testing, sprint planning, and team demos to support iterative delivery of internal automation tools.
- Created process flow diagrams and data models to support backend developers and reduce rework in handovers.

PROJECTS

AI-Enabled Staffing Portal

May 2025 - Present

- Leading BRD creation, wireframe design, and sprint planning for fraud detection, candidate matching, and recruiter dashboards.
- Working with teams using Spring Boot, Java, Python, and FastAPI to define data models and optimize job-candidate ranking logic.
- Supporting integration of resume parsing with Gemini API and Google Cloud Storage, ensuring secure and scalable architecture.

Uber Ride Allocation Strategy - Academic Project

Dec 2024

- Analyzed trip-level ride data using SQL and Power BI to identify allocation delays and high-wait zones.
- Proposed rule-based logic and routing modifications that reduced simulated average ride assignment lag by 12%.
- Created visualizations to support stakeholders in validating model outcomes and rollout potential.

Solar Power Forecasting System- Academic Project

Mar 2019

- Developed predictive models in Python/R to forecast solar power output using historical weather data.
- Designed and implemented a Power BI dashboard for real-time visualization of hourly and seasonal output.
- Applied time series analysis (ARIMA) and programming principles to simulate renewable energy behavior.

EDUCATION

Master of Science: Business Analytics

Aug 2023 - Dec 2024

University of New Haven - West Haven, CT

Bachelor of Science: Computer Science Engineering

Aug 2015 - May 2019

Mewar University - Chittorgarh, India