Senior Business Analyst/ Project Manager Senior Business Analyst/Project Manager Senior Business Analyst/ Project Manager - Pacificsource, Oregon Eugene, OR Sponsorship required to work in the US Work Experience Senior Business Analyst/ Project Manager Pacificsource, Oregon August 2018 to Present USA

  Created technology roadmaps for IT to support multi-channel initiatives, enhanced customer experience and improved Medicare STAR ratings

  Proposed a recommendation with complete analysis of current print process and vendor evaluation that would breakeven with 30% adoption and yield $170k in savings

  Build dashboards from data across IT to provide meaningful insights that captured how we were performing against our daily and monthly defect tickets and provided recommendation to streamline our processes

  Dealt with ambiguous requirements and translated them into meaningful user stories to better explain product features

  Worked with business and technical teams to migrate sales data from legacy system to CRM, developed metrics that impacted sales and identified risks at an early stage

  Managed end-to-end project initiatives-from design to delivery. Used project management tools to provide predictable results and visibility to stakeholders

  Analyzed provider satisfaction data and recommended a more effective survey to capture data accurately and provided recommendation that resulted in an increase of 30% in satisfaction over the next 2 quarters. Business Analyst Fidelity Investments - Bengaluru, Karnataka September 2014 to May 2016 India

  Gathered requirements for tracking insurance plan in Healthcare system aimed at inducing automation, intended to reduce manual intervention by 80%

  Visualized KPIs (key performance insurance plan indicators) for insurance plans using Excel and Tableau to compare across region participant benefit plans and aided in effective decision making

  Analyzed across region data of requests for system fixes and presented to management and client for critical business decisions and saved up to 30% of allocated budget

  Executed GAP analysis on legacy system issues using SQL and reduced end-user effort by 2 person-days per quarter through recommendation of application enhancements

  Acted as a liaison between cross-functional teams and technical teams to understand requirements and refine backlogs IT Consultant July 2012 to September 2014 CGI

  Practiced Agile and served as a scrum master and helped release shippable increments at the end of sprints

  Documented acceptance

criteria for user story to represent the underlying functional and non-functional requirements

CERTIFICATIONS & TECHNICAL SKILLS Education M.S., Information Technology in Management The University of Texas at Dallas - Dallas, TX August 2016 to May 2018 B Tech in Information Technology West Bengal University of Technology June 2008 to May 2012 Links http://www.linkedin.com/in/aatrayee-sarkar

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