Siddharth Kalyan

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**PROFILE SUMMARY**

Dynamic and highly motivated professional with proven experience in navigating complex issues and making strategic and business decisions by utilizing advanced analytics. Talented communicator with excellent interpersonal skills and outstanding technical and analytical skills.

**TECHNICAL SKILLS**

**Business Analysis**

Requirement Gathering, KPI Management, Solution Analysis, Risk Analysis, Process Management, Agile – Scrum, Kanban, Jira

**Data Analytics**

SAS, Python, Machine Learning, SQL Server, Visualization, Data Mapping, Story Telling, Tableau and MS Excel

**Tools and Languages**

MS Visio, MS Project, Office365, PowerPoint, Teams, ITIL, ServiceNow, CMDB, C, Python, PySpark, SAS, T-SQL, PL\SQL

**EXPERIENCE**

**IT Business Analyst | Rogers Communications**

June 2018 – May 2020 | Toronto

**WPT Project – Process Improvement**

* To ensure successful delivery of WPT (work place transformation) within the IT Services group, look at top contact drivers on ServiceNow and how can be reduced.
* Working with IT Asset management performing Data Analysis and updating Snow records and testing inaccuracies in database using SAS, SQL, CMDB and excel .
* Data mapping, Reporting and creating interactive dashboards using tableau for KPI and performance analysis.
* Involved in creation of RFI / RFP by continuous interactions with the stakeholders.
* Transforming stakeholder requirements into technical, functional requirements and non-functional requirements to communicate with development team.
* Fixes, optimizations and data migration for ServiceNow CMDB in order to attain smooth transformations.
* Backlog management Incident and task management, reporting, validating and updating records in **Service Now.**
* Analysing and designing workflow by Prioritizing and refining requirements / product backlogs.
* Splitting stories and story mapping to suitable story points according to the requirement templated.
* Work with multiple teams to ensure system integration across the platform using data maps and finding root cause of issues if there are discrepancies.
* Worked with Quality Analysis team in creating user acceptance criteria (test plans and test cases)for UAT.
* Requirement gathering, Business cases, technical design document, Knowledge base articles, Use cases, process flows and recommended areas for improvement by facilitating multiple JAD sessions with IT and Business SMEs / Stakeholders.
* Review and assess data flow, work flow, data metrics, requirement documents and changes in the self-serve platform.
* Software testing (beta/acceptance testing and interface testing)of self-serve platform to attain smooth delivery of product increment.
* Created process maps, solution designs, dashboards, document testing and backlog management of lockout project for Problem Management and Desktop Engineering Team using SQL, SAS and advance excel.
* Involved in Change Management and Process Flow (As is, To Be), Data Flow and Communication Plan.

**SAS Consultant | Sky InfoTech**

April 2017 - January 2018

* Developed IT competency framework to ensure effective delivery so that relevant competencies are attained.
* Involved in financial planning and cost modelling of the products
* Software and database testing.
* Provided effective demonstrations to the clients in order to attain a successful revenue generation with an increase of 7 percent in the profit.
* Supported SAS developers with the data structure, data sets, data management and programming issues.

**Business Analyst | KAY InfoTech**

September 2015 - October 2016

PROJECT: Discrepancy Analysis of Financial Data

* Involved in Fraud Analysis of a major Indian bank and created Fraud rules, knockout rules, and Verification rules to investigate the frauds.
* Draft and maintain business requirements and solution techniques and align them with functional and technical requirements.
* Designed solutions to reduce the operational and management complexity of the platform to ensure the overall health of the SAS platform.
* Collaborated with stakeholder groups across the organization to ensure business and technology alignment, requirement gathering and solution development.
* Use collaborative techniques (process mapping, process flow diagrams), elicits business requirements from business product teams for purpose of identifying or defining functional and non-functional system requirements with solution and data architects.
* Involved in test plans, test cases to attain smooth User acceptance testing (UAT).
* Change management and reviewing its impact on the scope.
* Analyse technical requirements for proposed SAS, web-based and system solutions.
* Served as an escalation point for critical platform issues.
* Performed platform capacity planning, management and application testing.
* Provided executives with analytics and decision-support tools, Reports, dashboards and flow diagrams.
* Facilitated technical briefings to identify and reconcile errors in client data to ensure accuracy in the changes.

**Data Analyst | National Informatics Centre**

December 2013 - August 2015

PROJECT: Public Distribution System under Food Corporation of India

* Standardization of Public Distribution System (PDS): Prepared drafts and Data Dictionary on Metadata and Data Standards
* Maintained platform security of SAS Metadata.
* Requirement gathering and understanding Business needs by conducting interviews, workshops and workflow analysis.
* Communicate client business requirements by constructing easy-to-understand business models and documents.
* Provided input into developing and modifying systems to meet client needs and managing the change conflicts.
* Involved in solution development by creating logics and algorithms in JAVA, C#, ASP.NET and SQL.
* Formulated and build a SAS CoE to support overall needs across the team.
* Involved in comprehensive software configuration and backup recovery and management of libraries, and performance tuning of the environment.
* Maintained 100% accuracy between Master Data and Warehouse by implementing audits and process improvement.
* Lead business process and workflow mapping/analysis using data capture and modelling technologies, methods and tools.
* Incremented software testing for any inefficiencies (integration testing and system testing).
* Testing of database for inaccuracies and discrepancies
* Partnered with developers to automate manual processes, saving time and money while decreasing errors.
* Credited as a primary driving force behind the enhancements in the KPIs

**CERTIFICATIONS**

**Certified ScrumMaster (CSM)** *July* **2020**

**ITIL Foundation Certificate V4** *April* **2019**

**MCSA : SQL Server 2012/2014** *April* **2019**

**SAS Certified Base Programmer for SAS 9** *November* **2016**

**EDUCATION**

**University of Toronto 2018**

* Certification in Business Analysis

**Bachelor of Technology – Computer Engineering 2013**

**Diploma – Network Security 2013**