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PROFILE SUMMARY

Results-oriented Data Analyst with 4+ years of experience in Agile methodologies, data modeling, data reporting, project management and data visualization. Proven track record in improving processes, reducing costs, mitigating risks, and enhancing customer satisfaction. Specialized in data management, integration, and analytics, committed to driving high-performance outcomes and strategic decision-making.

SKILLS

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| * **Data Analysis & Visualization**: Python, Power BI(DAX), Tableau, SQL * **Data Management**: Excel (Functions, Power Query, Pivot Tables, VLOOKUP, HLOOKUP, Macros, VBA) * **Microsoft Tools**: PowerPoint, M365, Teams, Visio, Power Automate * **Agile Methodologies**: Scrum, Kanban, Lean principles,. * **Waterfall Methodologies** * **Project Planning & Management Tools**: HP ALM, **JIRA,** ITSM, ServiceNow, Microsoft Azure | * **CRM Systems**: S**alesforce** Lightning, HubSpot, * **Communication & Collaboration**: Strong verbal and written skills, team collaboration * **Process Improvement**: process mapping, performance measurement frameworks, Requirement Gathering & Documentation, Stakeholder Management, Client-Facing Communication, Problem Solving, * **Solutions-oriented** |

PROFESSIONAL EXPERIENCE

OpenText, Canada

Sr. Business Process Analyst June 2023- Present

* Spearheaded market research and analysis to identify new business opportunities.
* Developed and maintained strategic partnerships with external partners.
* Conducted thorough risk assessments and mitigation strategies for projects.
* Collaborated with cross-functional teams to drive business growth.
* Authored minor agreements, including non-disclosure agreements and memoranda of understanding.
* Provided expert contract management guidance to stakeholders.
* Analyzed project performance and offered recommendations for improvement.
* Prepared comprehensive annual budgets and financial reports.
* Coordinated team efforts to address critical business issues.
* Evaluated business development opportunities and presented findings.
* Conducted studies and investigations to inform business decisions.
* Offered market intelligence and competitor analysis to support business growth.
* Advised project managers on regulatory and legislative matters.

Revenue operation Data Specialist Nov 2022-May 2023

* Created revenue forecast models and reports using SQL queries, improving accuracy by 30%.
* Led validation processes for Salesforce data, ensuring accurate support for sales operations.
* Managed the backlog, prioritized and updated requirements, and crafted detailed user stories to steer product development using HP ALM Tool.
* Conducted extensive UAT for Salesforce transitions, ensuring seamless migrations and minimal disruptions.
* Contributed to the development of business plans and SWOT analyses.
* Identified and pursued new business opportunities for Ontario Power Generation.
* Authored Business Case Summaries and Memoranda for senior management.
* Worked collaboratively with other business units to drive growth.
* Managed contracts to ensure compliance and profitability.
* Provided support for rapid opportunity assessments and queries.
* Visited project locations to facilitate work functions and ensure success

Kitchener Waterloo Symphony, Canada

Junior Data Analyst Jun 2022 -Sept 2022

* Developed donor trend reports using SQL and data visualization tools, increasing customer value by 25%.
* Collected and analyzed business information to resolve issues and clarify requirements, ensuring stakeholders had a unified understanding.
* Implemented data collection systems and analyzed donor data, identifying key patterns and insights.
* Created dashboards and detailed reports for senior management using Power BI and Tableau.

S&P Global Market Intelligence, India

Data Researcher Apr 2019 – Apr 2022

* Generated reports and analyses for private equity and venture capital sectors, evaluating financial risks and preparing financial forecasts.
* Developed performance metrics dashboards using Power BI and SQL queries, increasing productivity by 38%.
* Conducted SQL queries, data modeling, and visualizations to support various projects, driving data-driven decision-making.

ICICI Prudential Life Insurance Ltd, India

Business Trainee Jul 2018 - Apr 2019

* Enhanced Salesforce infrastructure, optimizing sales team performance through improved data management and reporting.
* Monitored sales activities and reported to senior leadership, identifying and qualifying potential leads.
* Managed contacts and leads using Salesforce CRM, streamlining sales processes and improving data accuracy.

EDUCATION

* Master of Business Administration (Finance) 2016 – 2018
* Bachelor of Science (Biotechnology) 2013 –2016

PROFESSIONAL DEVELOPMENT

* Google Data Analytics Professional Certificate
* Excel: VLOOKUP and XLOOKUP for Beginners
* SQL Learning Path SQL Learning Path
* Excel: Macros and VBA
* Jira: Basic Administration
* Google Project Management: Professional Certificate (in process)