BHARADWAJ TADEPALLI

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SUMMARY

Senior Business Analyst with 5+ years of experience supporting technology-enabled operations across financial services and healthcare environments. Proven ability to collaborate with business partners, vendors, and internal technology teams to deliver application lifecycle support, process improvements, and risk-aware solutions. Known for resolving operational issues, improving service reliability, and documenting workflows to support scalable technology operations. Strong background in stakeholder communication, agile delivery, and operational analytics using SQL, Tableau, Power BI, Jira, and Office 365 to drive measurable improvements in efficiency, accuracy, and client satisfaction.

TECHNICAL SKILLS

Data Analysis & Predictive Modeling:	Python (Pandas, NumPy, scikit-learn), R, Regression, Classification, Forecasting, Clustering, Cohort Analysis, Customer Segmentation, Time Series Analysis, Churn Prediction, Upsell Analysis, Behavioral Analytics, A/B Testing
Cloud & Tools Exposure:	AWS (Athena, S3), Azure (basic), Git/GitHub, Google Workspace, REST APIs, Postman
Database Management & Querying:	SQL, MySQL, PostgreSQL, MS SQL Server, Snowflake, Google BigQuery, Data Transformation, Data Validation, ETL, Data Warehousing Concepts
Business Intelligence & Visualization:	Tableau, Power BI, Microsoft Excel (PivotTables, Power Query, Charts), Google Data Studio, Looker, KPI Dashboards, Interactive Reporting
Automation & Reporting:	Excel VBA, Python Scripting, SQL Stored Procedures, Report Automation, Workflow Automation, Scheduled Reporting
Project Collaboration & Agile Delivery:	Jira, Confluence, Trello, Microsoft Teams, Slack, Agile (Scrum), SDLC, BRD, FRD, User Stories, Sprint Planning, Test Cases, UAT, Wireframing (basic with Balsamiq/Figma)
Domain Knowledge:	Banking & Financial Services, E-commerce, IT Consulting, Customer Analytics, Financial Reporting, Process Optimization, Risk Analysis, Digital Transformation, Marketing Analytics

PROFESSIONAL EXPERIENCE

Senior Business Analyst | Verinova Solutions – USA | **Sep 2025 – Present**

- Led the implementation and onboarding of new technology solutions, coordinating with stakeholders and vendors to ensure seamless integration and minimal disruption to ongoing operations.
- Assessed current processes, identified operational risks, and developed standard operating procedures (SOPs) to align workflows with business objectives, improving operational consistency by 15%.

Business Data Analyst Intern | MetLife – USA | **Dec 2023 – August 2024**

- Supported wealth and finance technology operations by analyzing claims, revenue, and expense datasets, improving reporting accuracy by 18%.
- Collaborated cross-functionally with FP&A, actuarial, risk, and technology teams, serving as a resource for colleagues and supporting accurate report preparation.
- Automated recurring operational and financial reports using SQL and Excel VBA, reducing reporting time by 30%.
- Designed Tableau dashboards tracking loss ratios, claims cycle times, and operational KPIs, supporting weekly leadership reviews.
- Performed detailed peer review of team reports and dashboards, ensuring data accuracy and completeness, reducing reporting errors by 20%
- Strengthened data validation and control checks, reduce reporting discrepancies and compliance-related rework by 20%.
- Assisted in integrating data from CRM, claims, and finance platforms into standardized reporting workflows, reducing duplicate reporting efforts by 25%.
- Documented reporting logic, data definitions, and operational procedures, improving knowledge transfer and onboarding efficiency by 15%.
- Integrated multiple data sources (CRM, ERP, marketing tools) into a unified reporting system, reducing operational delays by 15% and improving cross-departmental data accessibility for faster strategic insights.
- Conducted detailed trend analysis on claims reserves, premium growth, and expense ratios, enabling finance leadership to identify cost-saving opportunities that contributed to a 6% reduction in overall operating expenses.

Business Analyst| Tata Consultancy Services (TCS) – India | **August 2020 – August 2022**

- Acted as a liaison between business stakeholders, marketing teams, and technology partners to support data-driven digital initiatives.

- Analyzed customer journeys, funnel performance, and segmentation data, improving operational decision-making effectiveness by 30%.
- Built and maintained Power BI dashboards while supporting team members by reviewing inputs, providing guidance, and ensuring accuracy for cross-functional decision-making.
- Reviewed marketing and operational data with high attention to detail, catching inconsistencies before stakeholder reporting, improving decision quality by 15%.
- Conducted A/B testing and trend analysis to evaluate campaign effectiveness, contributing to a 12% increase in engagement.
- Delivered clear documentation and insights that supported budget prioritization and operational planning across teams.
- Worked in agile delivery environments using Jira to manage requirements, track issues, and support timely execution of deliverables.
- Reduced reporting time by 50% through automated marketing workflows, enhancing data accuracy and improving decision-making speed for ongoing campaign optimization.
- Developed predictive models to identify high-potential customer segments, enabling marketing teams to allocate budget more efficiently and increase campaign ROI by 10%.
- Collaborated with product and analytics teams to track multi-channel campaign performance, providing actionable insights that optimized messaging and improved customer engagement metrics by 12%..

Business Analyst | Sigma InfoTech – India | **June 2018 – July 2020**
- Mapped and analyzed patient onboarding, appointment scheduling, and EHR workflows, improving operational efficiency by 15%.
- Analyzed patient visit, claims, and provider productivity data, increasing reporting accuracy by 20%.
- Developed Excel- and SQL-based operational dashboards to monitor wait times and throughput, contributing to a 10% improvement in service efficiency.
- Conducted gap analysis across clinical and administrative workflows, reducing onboarding delays by 10%.
- Produced FRDs, SOPs, and user documentation, increasing system adoption among staff by 25%.
- Collaborated with clinicians, administrators, and IT teams to align operational needs with technology solutions, reducing rework by 12%.
- Produced FRDs and user guides that improved system adoption among medical staff by 25%.
- Supported product teams in healthcare research, providing insights that shaped new analytics dashboard requirements.
- Collaborated with clinicians, administrators, and IT to ensure alignment between medical workflows and analytical solutions, reducing rework by 12%.

EDUCATION

Master's in Data Analytics | GPA: 3.9/4.0   **August 2024 – September 2025**
University of Mount Vernon Nazarene, OH, USA
Master's in Business Analytics | GPA: 3.7/4.0   **August 2022 – May 2024**
University of New Haven, CT, USA

CERTIFICATION
- IBM Data Analyst Professional Certificate
- Power BI Data Analyst Associate
- Certified Business Analysis Professional

ACADEMIC PROJECTS

Movie Recommendation System using Machine Learning | Python, scikit-learn, Pandas, SHAP, Matplotlib   **[Link]**
- Built a content-based machine learning model leveraging TF-IDF vectorization and cosine similarity to recommend movies based on metadata (director, actors, genre).
- Trained on 45K+ movies (MovieLens + Wikipedia data) with feature engineering to improve similarity scoring, enabling accurate and personalized recommendations.
- Evaluated model performance using precision metrics and SHAP-based explainability to ensure transparent and trustworthy recommendation outputs.

Credit Card Financial Dashboard | SQL, Power BI, Excel, DAX   **[Link]**
- Built an interactive Power BI dashboard to analyze credit card transactions, spending trends, and customer behavior, enabling real-time insights for decision-making.
- Delivered key metrics on revenue growth, delinquency, and customer demographics, helping stakeholders identify high-performing segments and optimize strategies.
- Integrated SQL-driven data pipelines with Power BI, automating data refresh and improving reporting accuracy, which reduced manual analysis time by 40%.