**BHARVI YADAV**

San Jose, California

Business Analyst

Certified Scrum Master

**PROFESSIONAL PROFILE**

* A Business Analyst with experience in information technology and banking/finance domain with a developing technical skill set. Effective team member with excellent interpersonal skills.
* Experienced in implementing the procedures of Banking; Business Requirement gathering and Business Process flow.
* Experienced in Software Development Life Cycle (SDLC), and AGILE methodology.
* Collecting, understanding, and transmitting the business requirements for the project and translating these into functional specifications.
* Experienced in planning and conducting requirement gathering meetings with the business to collect functional/non-functional requirements.
* Skilled in banking analytics, credit risk, and other compliance.
* Expertise in Microsoft Office Suite.
* Experienced in MS Visio, Figma & SharePoint, Visio, Lucid Chart.
* Experienced in Waterfall and Agile framework (Scrum methodologies).
* Strong written and verbal communication skills
* Team Player with minimum supervision in projects
* An effective communicator with relationship management skills with the capability to relate to stakeholders and technical teams.

**TECHNICAL SKILLS**

**Primary Skills:** Business Analysis, Conversion Analysis

**Management Skills:** Client Vendor Interfacing, Organization Skills, Presentation Skills

**Requirement Management Tools:** JIRA, Rally, SNOW, Data Navigator, Confluence

**Business Modeling Tools:** MS Visio, Figma, Lucid Chart

**SaaS:** Salesforce

**Database:** MySQL, SQL Server

**Data Visualization:** Power BI, Tableau

**PROFESSIONAL EXPERIENCE**

**Business Analyst | CVS, remote July 2021 – Current**

* **Spearheading the redesign of user interfaces, enhancing the functionality of complex modules, and implementing advanced search capabilities.**
* Identified and removed impediments and distractions to ensure that the scrum team(s) meet the sprint goal and complete committed work.
* **Translated business user concepts, requirements, processes and ideas into a comprehensive Business Requirement Documents (BRD).**
* Implemented and enforced scrum framework elements such as daily scrum, retrospectives, reviews, product backlog refinements, and more.
* Created UAT documentation, including test plans, test scripts, and test summary reports, to provide comprehensive test coverage.
* **Created readable dashboards, graphs, and charts using SQL, MS Visio and PowerBI for wider teams to track website feature changes before and after.**
* Served as a liaison between stakeholders, system users, clients, managers, and the development team to gather requirements.
* **Leveraged tools like Tableau and SQL to analyze vast healthcare data sets, locate data** discrepancies, identifying cost-saving opportunities and trends in medication utilization.
* Leveraged SQL through Google Cloud Platform to extract insights from customer and admin data.
* Used ClearQuest to track feature quality and usability and ServiceNow to track project, infrastructure, and asset changes.

**Business Analyst | Cisco Systems Inc., San Jose, CA August 2019 – May 2021**

* **Initiated and executed early product field trials for 7 user acceptance testing (UAT) programs.**
* Created customer requirements, tested effective feedback questions, analyzed responses, organized data in readable charts and graphics using PowerBI, and enforced program deadlines.
* Served as the ScrumMaster for 4 product releases, managed customers and calls, communicated with 100+ team members to ensure successful customer feedback implementation through sprints.
* **Delivered requirement issues to the product team and conducted follow-up testing to ensure that the affected functionalities and fixes have been implemented successfully.**
* Provided status updates to all stakeholders including customers, product managers, sales, marketing, engineers, documentation leads.
* Arranged and led weekly customer kick-off, onboarding, feedback collection, and close-out calls through emails, virtual calls, presentations, and more.
* Managed data collection on Excel and integration on SharePoint for all EFT program and release statuses, customer contact information, feature information, and user stories.
* **Performed data analysis to recommend and support business process improvements.**
* **Incorporated SharePoint and Excel as a medium to locate all EFT documentation, timelines, feature information, and stakeholder information.**
* Participated in analyzing business requirements and production specifications for changes made to technology and feature applications.
* Worked closely with the development team to clarify and understand functionality, resolve issues, and provided feedback from the UML diagrams.
* Maintained customer relationships by supporting them through the UAT gathering all feature feedback and communicating them to product teams, developers, marketing teams, etc.

**Business Analyst | Intuit, Mountain View July 2018 – July 2019**

* Created 2 dashboards that were used to monitor and drag budget forecasts for operational expansion for a national organization on Salesforce.
* Managed activities with a team within the project including requirements gathering, testing, improving processes for the business users.
* Conducted background data research using SQL in databases to support and analyze how the agile methodologies and processes that were implemented impacted the data in the dashboards.
* Supported project work with 3rd party vendors to understand/resolve open system issues, upgrade software, and provide new functionality.
* Extensive experience in various reporting objects like hierarchies, filters, calculated fields, data sets, groups and parameters etc. in SQL and Tableau.
* Developed and optimized SQL queries for generating custom reports, dashboards, and visualizations in tools such as Power BI and Tableau.
* Supported upper management to assess asset data and change, including tracking delivery and installation of assets to customers.
* Documented and visualized forecasting funnels to display an accurate representation of customer experience through an intuit product lifecycle.
* Presented findings, recommendations, and progress updates related to ITSM projects to executive leadership and key stakeholders.
* Built a scalable documentation with a team for current and future demand planning processes in a centralized location to enable growth.

**Business Analyst | Cred PR, San Francisco, CA January 2017 – July 2018**

* Conducted gap analysis at various points in the speaker submission process to better understand client-event acceptance rates and identify where account managers can minimize response time.
* Utilized SQL, Excel, and several Marketing/Web Analytics tools (Google Analytics, Bing Ads, AdWords, AdSense, Criteo, Smartly, SurveyMonkey, and Mailchimp) to complete business & marketing analysis and assessment.
* Handled relationships with ten executive clients from companies like Dropbox, Pinterest, Unbabel, etc., securing over fifteen speaking opportunities at relevant industry events.
* Developed innovative measurement frameworks to identify actionable KPIs and diagnostic measures for marketing and PR programs, driving an increase of 20% in campaign budgets.
* Conducted media analysis to gauge market trends and target audience and devise strategies for successful sales pitches.
* Interpreted results of data analyses processes and communicated the findings through reports and dashboards to stakeholders including the account managers, sales and PR teams, event vendors.
* Generated event charts and dashboards on Tableau in real-time based on pitch approvals, acceptances, delays, change requests, client feedback, and speaker requirements.
* Running SQL scripts, creating indexes, stored procedures for data analysis.
* Data Lineage methodology for data mapping and maintaining data quality.
* Implemented SQL queries and tools such as data entry, data set comparison, filtering, grouping, etc.
* Drafted client bio pitches, created briefing docs, and led group submissions to event vendors on behalf of 2 speaker teams.
* Reformatted daily-use documents such as speaker submission templates, consolidated client onboarding process, published 3 client case studies

**EDUCATION**

**New York University**, January 2016 - May 2017

– M.S. in Project Management

**California State University, Fullerton**, September 2011 - May 2015

– B.A. in Communications, Public Relations

**CERTIFICATION**

**Certified Scrum Master,** Scrum Alliance