**Moumita Bhattacharya**

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# SUMMARY OF CREDENTIALS

* Overall, 10+ Years of professional experience in **research, analysis, design, development, and project management skills and a track record of applying engineering solutions to solve business problems**
* Proficient in Business Process Engineering and Software Development Life Cycle (SDLC) methodologies- Scope Initiation, elicitation, Analysis, Design, Development, Testing, Operations, and maintenance with Agile methodologies with **risk mitigation and vulnerability**
* Collaborated with SMEs and Stakeholders to get a better understanding of the organization's business processes and **gather business requirements; conducted Gap analysis, Cost/benefit analysis, Risk analysis,** and **SWOT analysis**
* Experience in conducting **requirement elicitation** sessions using techniques such as **surveys/questionnaires, interviews, JAD, RAD, laddering, brainstorming, focus groups**, etc.
* Ability to define the **AS-IS** and **TO-BE** process systems, and conduct **GAP, SWOT, Impact**, **Cost-Benefit, ROI, and Risk Analyses, Feasibility Studies**, and **Root Cause Analyses** to supplement decision-making
* Expertise in project management tools such as **Jira, ALM, Confluence, and SharePoint.** Proficient in defining **Work Breakdown Structure** and performing **Critical Path Analysis**
* Proficient in **Business Process Modelling and Notation (BPMN),** using tools such as **MS Visio, Star UML, and Lucid Charts, and creating UML diagrams** such as **Process Flow, Use-Case, Sequence,** and **Activity Diagrams**
* Created various **Reports & Dashboard** to better utilize the sales, service, and commerce cloud using **Tableau**
* Proficient in writing test cases and test scripts for the **black box, manual, unit, performance, load, stress, integration, functional, non-functional, user acceptance, smoke,** and **sanity testing**, with knowledge of the **STLC** by creating **test plans, test scenario, test reports,** and **requirements traceability matrix**
* Expertise with data quality tools- Collibra and Alteryx to design, integrate and schedule jobs in the machine learning environment. **kanban/scrum, Medicare and Medicaid.RDBMS**
* Expertise with **BI tools like Power BI, and Tableau** to visualize **business statistics, create analytical** **dashboards, heat maps,** and other forms of reporting

# SPECIALIZED SKILLS

**Languages:** Python (Panda/NumPy/Anaconda/Jupyter Notebooks), R, SQL,

**Statistical & Analytical Tools:** Excel, Google Analytics, Collibra, Alteryx, Prophecy.io, Workday, Digital Marketing Analytics, Regression Model, Tree based Method, Random Forest,

**MS Office:** Strong Excel, Access, and MS Projects.

**Visualization Tools:** Tableau/Power BI,

**Database:** RDBMS (MySQL, MS Access MS SQL Server),

**DQ tools:** Collibra

**Cloud Storage:** AWS(S3), Hadoop, Google Cloud, API,

**PM tools:** Smartsheet, Trello, Miro, Click Up, PAL (project approval lifecycle), Project 2010, Jira- Confluence,

**SDFC methodology:** Agile, Waterfall,

**Others:** Data Wearhouse, Salesforce, Reltio, Ad-hoc Analysis, Multi-tasker, Leadership

# EDUCATION QUALIFICATION

MS in Business Analytics (California State University, East Bay). 01/ 2020-12/2021

MS in Economics, Calcutta University in India

# PROFESSIONAL WORK EXPERIENCE

**Workday, Pleasanton, CA. 01/2021 -Present**

**Senior Business System Analyst (Data Governance/Data Quality)**

**Responsibilities:**

* Acquire business partnerships, understand business processes, and goals, perform gap analysis for system enhancements, document it in BRD, and monitor data certification along with the data lifecycle to ensure data readiness **for BI and ML** consumption
* Work on Enrichment Project for **Vendor Analysis using Python data profiling**, and data comparison packages with SLA compliance, handle accurate integration from salesforce to workday, design testing techniques, and present **Demo sessions** in front of the Rev Ops team for validation, use Salesforce SAQL to extract and understand the Campaigns data
* Work with a cross-functional team for Core Data Management data analysis **on Alteryx and** publish on **Tableau Dashboard,** participate in **change management** for establishing new technology for process improvements, and support the UAT team
* Assist metadata management of data domain, inclusive of data definition, data catalog, and data lineage using **Alteryx**, and **Python** and capture the data flow for critical processes, conduct data discovery and forensics for issues resolution, and support the ad-hoc report.
* Establish baseline and **KPIs and** take **Ownership of the Enterprise Data Health Index Dashboard to report the state of data health.**
* Prepare **Collibra** POC, Create **DQ rules** using current data **metrics on SQL**, and establish Tableau integration to automate the process
* Involve with the **Entitlement project** for data exploration and establish the business values of the project with excellent collaboration, support risk mitigation and compliances using rigorous analysis
* Lead initiative on **Data Governance- Data Quality Confluence page** on space design, framework, and page creations with detailed descriptions to share documentation to demonstrate business value and communicate deliverables.
* System Reporting (Oracle, SQL) System Testing (Unit, Integration, UAT) excellent Communication skills (Verbal and in writing).

**Noya Jibon-Los Angeles, CA. 06/2020 -01/2021**

**Business Development Data Analyst**

**Responsibilities:**

* Responsible for eliciting, analyzing, and writing business requirements documentation for an enterprise and a customer-facing retail band and created user stories, and technical and functional specifications with sales and marketing strategy
* Elicited requirements using digital marketing tools (**Google Analytics**), handling compliance, banker client service, and audit policies
* Partnered with Stakeholders for business objectives, conducted workshops, and modeled with sentimental analysis(python)for visualization, supported the disposition of open vulnerability documentation
* Worked with the **ETL team** to process the data for the **AI ensemble models**, and applied transformations to the data for movement and training. Used SQL queries to convert monthly data into **training data**
* Used visualization tools like **Looker and Tableau** to build **dashboards and reports** for presentation to upper management, and analysed the demographic of the **training data**

# Eden Housing, Hayward, CA 10/2018 -06/2019

# Reporting Analyst (Asset Management)

# Responsibilities:

# Prepared and submitted regular status reports to govt. agencies, lenders, and investors tracking the progress of inspections and audits; prepared and submitted replacement reserves and analyzed data through Yardi

# Assisted welfare exemption and wealth management for all counties under California, closed with journal entries, and reconciliations

# Built and published customized Interactive Reports and Dashboards for clients using Tableau Desktop

# Implemented Salesforce Inbox into the existing email system to keep track of contacts and opportunities

**kaiser Permanente, Rancho Cordova, CA. 06/2015- 09/2018**

**Business Analyst/ Data Analyst**

**Responsibilities:**

* Utilized statistical techniques and maintained large databases to collect and analyzed data from partners and customers
* Maintained accounting principles and their application to produce **periodic financial reporting**, **planning**, and **forecasting**, using **Segmentation Analysis** with different marketing techniques
* Conducted focus **group session** to discuss communication & interaction between **MDM & data warehouse** followed by JAD sessions involving the end user to record the requirements in the **project management life cycle**
* Participated and occasionally facilitated daily scrum meetings and documented sprint backlogs, product backlogs, etc. Incorporated Technical Writer standards in creating/editing user process documents, templates, and Technical Writer’s manuals to standardize financial system processes and procedures
* Performed analysis in combining the text of BRDs and FSDs to create a single relative document
* Created and/or edited Visio diagrams depicting workflows, business processes, data flows, etc.
* Worked on numerous ad-hoc data pulls for business analysis and monitoring risk mitigation process
* Created policies, evaluated compliance, and came up with recommendations
* Performed verification and validation for the accuracy of data in the monthly/quarterly reports

**VITA- IRS; SAN JOSE, CA 10/2014- 06/2015**

**Project Coordinator/TAX PREPARER,**

**Responsibilities:**

* Prepared personal income tax returns and advised clients on tax issues with highly skilled customer service experience
* Completed screening and filling process in a high operational risk environment with a **report of $240,332 to the neediest families**

**WIM- Bangalore, India 01/2010-11/2012**

**Senior Executive - Business Analyst:**

**Responsibilities:**

* Provided **support to the HR function** in the areas **of people metrics, reporting, and advanced and predictive analytics for marketing.**
* Facilitated students’ onboarding, designed internships, and projects, and established corporate relationships and campus placements

# Indian Institute of Science (IISc) Bangalore, India 01/2007-11/2009

# Senior Research Assistance

# Responsibilities:

# Provided support to Research Survey on the project “Loss of Trained Scientist Women Power” in Women in Science

# Researched and resolved issues regarding the integrity of data flow into databases engaged in non-scientific fields using GIS, the SAAS software

# Achieved a published report on April 2010 in the Indian Academy of Science on [www.ias.as.in/womeninscience/surveyreport\_web.pdf](http://www.ias.as.in/womeninscience/surveyreport_web.pdf)

# PROFESSIONAL DEVELOPMENT/AFFILIATIONS

* **Salesforce** Certification from Udemy (2022)
* **Collibra** Boot Camp (2022)
* **Workday** (2023)
* **Alteryx** Workday training (2022)
* Certification in **Database and SQL** for **Data Science** by IBM (2020)
* Fundamental of **Project Management** (Virginia Darden School of Business (2015)

Performed Uber Eats live project on segmentation and positional analysis using **statistical techniques and hypothesis testing** to validate findings to review best practices to capture the market share and develop recommendations (2021)