# Supriya Jones . Jarvis Consulting

I'm a detail-oriented and curious Business Systems Analyst with a passion for understanding how things work and making them work better. With a background in engineering and management, I naturally bridge the gap between business needs and technical solutions. I thrive in collaborative environments where I can engage with stakeholders, ask the right questions, and translate ideas into actionable outcomes. Whether it's writing BRDs and SRDs, building dashboards that bring data to life, or automating manual workflows, I enjoy solving problems that matter. My work is driven by a commitment to continuous improvement and a passion for building solutions that make life easier, whether for decision-makers tracking big-picture metrics or everyday users looking for simplicity and clarity.

## Skills

**Business Skills:** Communication, Collaboration, Requirement Elicitation, Stakeholder Management, Documentation, Microsoft Excel, Microsoft Visio (process mapping, workflow diagrams), Presentation Design, Process Analysis, Risk Management, Cost-Benefit Analysis, User Story Writing, Acceptance Criteria Definition, Agile/Scrum, Data-Driven Business Recommendations

**Technical Skills:** SQL, Power BI, Tableau, SSRS, Confluence, Jira, ServiceNow, Git/GitHub, Linux, Python (pandas, matplotlib), Bash scripting, Hadoop (HDFS, YARN, MapReduce, Hive), Apache Spark (PySpark, Spark SQL), REST API Integration

## Jarvis Projects

Project source code: https://github.com/jarviscanada/jarvis_data_eng_SupriyaRavichandran

**Power BI Dashboard Collection: Beverages, Survey Insights, and Stock Analytics** [GitHub]: Designed and delivered three Power BI dashboards addressing diverse business needs.A Beverages Sales Dashboard visualizing Coca-Colas US regional performance with map visuals, operating profit tracking, and date filtering. A Data Professionals Survey Report analyzing demographics, job satisfaction and salary insights from 630 respondents to support HR strategy. A real-time Stocks Dashboard powered by Alpha Vantage API, visualizing stock prices, volume, and financial ratios with dynamic filters and DAX-driven measures.

**Python Data Analytics Retail Sales Analysis** [GitHub]: Analyzed retail sales data to uncover customer purchasing patterns, sales trends, and revenue optimization opportunities. Performed data wrangling, created visualizations using matplotlib and Tableau, and delivered insights to guide business strategy. Applied RFM (Recency, Frequency, Monetary) segmentation and designed dashboards to highlight actionable metrics.

**Linux Cluster Resource Monitoring App** [GitHub]: Developed and implemented a Linux-based clustering solution for efficient data management and high availability. Utilized clustering techniques to distribute workloads across multiple nodes, ensuring system reliability and fault tolerance. Integrated tools like Docker for containerization and PostgreSQL for data storage. Automated tasks with Bash scripts and scheduled jobs using crontab for continuous monitoring and data collection. Optimized system performance by managing resource allocation and reducing downtime.

**Stock Trading App** [GitHub]: Led the end-to-end creation of Business Requirements Document (BRD) and Software Requirements Document (SRD) for a stock trading application proof of concept. Conducted stakeholder interviews to gather functional and non-functional requirements, defined project scope, and translated business needs into technical specifications. Emphasized usability, accessibility, and integration with third-party services (e.g., Alpha Vantage, bank APIs). Developed scalable documentation for investor and board presentation use, aligning delivery goals for Q2 2026.

**Hadoop** [GitHub]: Designed and implemented a Hadoop cluster with 1 master and 2 worker nodes, incorporating core big data tools including HDFS, YARN, Hive (with HiveServer2 and metastore backed by RDBMS), and Zeppelin for notebook analytics. Evaluated and applied big data technologies such as MapReduce and HiveQL for efficient large-scale data processing. Optimized Hive queries by leveraging partitioning and columnar storage formats to improve query performance. Developed Zeppelin notebooks to document data exploration and analytics. Demonstrated hands-on expertise in managing and scaling big data clusters and applying data engineering best practices.

## Highlighted Projects

**Customer Feedback Analysis Dashboard**: Developed an interactive Power BI dashboard to analyze customer feedback data collected from multiple sources, providing real-time insights into customer sentiment and satisfaction trends. Conducted requirement elicitation sessions with stakeholders to define KPIs and reporting needs. Utilized SQL for data

extraction, transformation, and loading (ETL) processes, ensuring data accuracy. Designed intuitive data visualizations for better decision-making, resulting in a 20% improvement in customer service response time.

**IT Service Management Optimization**: Led a process improvement initiative in ServiceNow to enhance IT service request management, collaborating with cross-functional teams to identify bottlenecks and streamline workflows. Documented current and future state processes using Microsoft Visio, performing gap analysis to identify improvement opportunities. Conducted root cause analysis for recurring service issues, proposing automated solutions to reduce incident resolution time by 30%. Managed project documentation in Confluence and utilized Jira for task tracking and Agile sprint planning.

## Professional Experiences

**Business System Analyst, Jarvis Consulting (April 2025 - Present)**: Collaborated with cross-functional teams in an Agile environment to deliver data-driven solutions aligned with business goals. Managed Hadoop infrastructure and optimized ETL workflows using PySpark and Hive, improving data processing efficiency. Developed Power BI dashboards integrated with live APIs to provide actionable insights. Automated manual tasks with Python and Bash, increasing operational efficiency. Worked closely with stakeholders to gather and document requirements, translating business needs into technical solutions. Maintained version control and supported Agile project management to ensure transparency and compliance.

**Business System Analyst, Knorket.AI (May 2024 - August 2024)**: Collaborated with stakeholders to design AI-driven solutions, enhancing process efficiency by 15%. Defined and translated business requirements for developers, ensuring project alignment and on-time delivery. Conducted risk management, cost-benefit analysis, and gap analysis, optimizing system performance. Developed executive presentation decks outlining timelines, growth strategies, and data insights. Streamlined documentation using Confluence and ServiceNow, improving communication, issue tracking, and compliance.

**Business System Analyst, Cognizant Technology Solutions (Feb 2021 - April 2023)**: Utilized SQL to analyze complex datasets, enhancing process efficiency by 20%. Designed 15+ Power BI dashboards and 20+ SSRS reports, improving visibility into key metrics. Automated data processing with Python, reducing manual work by 30% and boosting accuracy. Bridged business and IT teams, ensuring solutions met business needs while maintaining compliance. Managed user stories and BRDs in Jira within an Agile framework, promoting seamless collaboration. Led design meetings to align stakeholders, and created Visio diagrams for clear workflow visualization.

## Education

**Trent university (2023-2024)**, Master of Management, Business Analysis

**Karpagam College of Engineering (2017-2021)**, Bachelor of Engineering, Electronics and Communication Engineering

## Miscellaneous

- Microsoft Azure Fundamentals AZ-900
- Google Project Management Professional
- Microsoft Power BI Data Analyst (PL-300)
- Sustainability Initiatives Volunteer