# JEETSON DBRITTO

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## PROFESSIONAL SUMMARY

Motivated and result-driven Candidate having more than six years of experience with a proven track record in Business Analyst and Project Management. Proven ability to identify business needs and develop valuable solutions to drive accuracy and process efficiency.

## EDUCATION

**Northeastern University**                                                                                  **January 2024 – December 2025**
*Masters in Project Management, Major in Business Analysis*                                                          *Toronto, ON*
- **Event Head (NUPM)**: Organizing and executing club events, handling planning, logistics, promotion, on-site support, and post-event evaluations to ensure successful and engaging experiences.
- **Relevant Coursework**: Resource Management, Operation/Project Management, Business Analytics, Stakeholder Management, Risk Management, Quality Management, Project Scheduling and Cost Planning.

**University of Mumbai**                                                                                          **June 2014 – May 2017**
*Bachelors of Engineering in Information Technology*                                                               *Mumbai, India*

## SKILLS & INTERESTS

- **Business Analysis:** Requirements Gathering, Gap Analysis, BPMN, UML, SWOT Analysis, Bizagi, Visio, MS Office
- **Project Management:** JIRA, MS Project, Trello, Risk Management, Resource Allocation, Project Planning, Project Implementation, project Deployment, Project Execution, Scrum Master, Agile and Waterfall, Team Management, Cross-functional Leadership, Risk Management, Financial Acumen, Strategic Planning
- **CRM Tools:** CRMNEXT, Dynamics 365, Salesforce CRM, HubSpot CRM
- **Programming & Scripting:** JavaScript, Python, ASP .Net, C#, jQuery, XML/XSLT, Shell Scripting.
- **Systems Integration:** API Development (REST, SOAP), ETL Tools, Data Mapping, System Architectures
- **Data Analysis & Modeling:** SQL, Oracle DB, PySpark, PostgreSQL, Data Warehousing, Data Mining, Data Visualization, ETL Processes, Google Analytics, Tableau, Power BI, SSRS, Snowflake, Excel, GIT, SAS, Looker
- **Cloud:** GCP, AWS, Azure (Azure Data Factory, Azure Key Vault, Databricks, Synapse Analytics, Data Lake Gen2)

## WORK EXPERIENCE

**BUSINESSNEXT**                                                                                                  *Mumbai, India*
*Techno-Functional Consultant (Team Lead)*                                                          **March 2022 – December 2023**
- Developed project plans and created estimations for tasks, coordinated and managed the project tasks on time and under budget, managed the projects on a day-to-day basis, and documented meetings carefully.
- Facilitated with functional, Migration of Data to Clients environment and supporting solution testing, building test cases.
- Led the implementation of a CRM solution for a major banking client, resulting in a 20% improvement in customer response time and a 15% increase in overall customer satisfaction. Successfully integrated CRM systems with core banking platforms, reducing data processing time by 25%. Managed a project budget of $1.5 million, ensuring optimal resource utilization.
- Implemented a robust management strategy, resulting in a 30% reduction in user resistance.
- Collaborated with pre-sales teams to prepare proposals, participated in client presentations, and supported the sale of professional services when necessary.
- Drove Scrum calls and tracked JIRA portal for ongoing Issues, and to Understand and accelerate the status of the Sprint.
- Created and presented the Project Status report in the project review meeting with Project manager and other stake holders.
- Interviewed, Managed and oversaw junior Associate consultants and delegated tasks for timely execution, improving their technical proficiency and project delivery speed by 33% and increasing team efficiency by 20%.

*Consultant (Senior Engineer)*                                                                          **April 2020 – March 2022**
- Interacted with clients to understand key requirements across Sales, Marketing, Services and Support.
- Demonstrated BUSINESSNEXT solution capabilities to the client and provided examples to ascertain business requirements, advised on complex business cases and proposed effective solutions.
- Conducted business process analysis and created detailed process flows using a diagramming tool such as Bizagi.
- Created functional requirements documents namely 'BRD','FRD','BFD', 'SAD', 'Release Notes' and 'Training Manuals' and presented to Stakeholders and Business Leads for signoff.
- Collaborated with cross-functional teams, including business analysts, solution designers, and data architects, to analyze business requirements and optimize data processing workflows. Leveraged tools like Apache Kafka, Azure Data Factory, and Snowflake to consolidate 10 million records, improving data processing efficiency by 20%, and utilized SAS to clean and optimize datasets, reducing reporting runtime by 15%.
- Implemented business strategies based on industry trends, monitored KPIs using Power BI and Adobe Analytics, and conducted A/B testing and statistical analyses to drive business performance. Achievements included a 20% increase in conversion rates through data-driven insights and innovation.

*Junior Engineer* <span style="float:right">**February 2018 – April 2020**</span>

- Utilized macros to create automation tools, reducing manual tasks for the team and saving critical business hours by 30%.
- Designed and executed a data cleansing routine using Python, implementing quality standards and automated checks, improving data quality by 25% and ensuring data governance.
- Extracted, converted, and loaded data from various sources into MS SQL databases for analysis and reporting, ensuring dataset integrity. Implemented SQL-based data cleansing, merging, and standardization, reducing errors by 50%, demonstrating attention to detail and continuous improvement.
- Demonstrated proficiency in utilizing Tableau, Power BI, and Excel for data analysis, facilitating strategic decision-making and effective communication with stakeholders.
- Worked on Confluence and JIRA for project tracking and Ad-hoc tickets.
- ❖ **Projects Implemented** –
  - Indian Overseas Bank (Sales & Customer Management System), May 2023 – Dec 2023.
  - AXIS Bank (Service Management System), Oct 2021 – Dec 2023.
  - Reserve Bank of India (Complaint Management System), May 2020 – Jul 2021.
  - Bank Dhofar (CRM Software Implementation in the UAE, Oman), Aug 2019 – Dec 2020.
  - ICICI Bank (Sales Management System), Dec 2018 – Dec 2023.
  - SBI Bank (Reporting System), Aug 2018 – Dec 2018
  - Reliance Mutual Fund (Reporting System), Apr 2018 – Aug 2018.

**SKYINDIA TECHNOLOGY** <span style="float:right">*Mumbai, India*</span>
*Full Stack Developer (Software Engineer)* <span style="float:right">**June 2017 – February 2018**</span>

- Designed interactive and responsive UIs using HTML, and CSS, leading to a 16% increase in user engagement.
- Built and maintained scalable web and client-side applications using ASP.NET and C#.NET, following Agile/SCRUM methodology; improved application performance by 40% and reduced bug occurrence by 25%.
- Utilized ADO.NET for database connectivity and managed data access and manipulation using Stored Procedures, Views, Triggers, and User Defined Functions in SQL Server 2012.
- Created a database schema model, including table design, creation, and optimization in MSSQL 2012/2014, with indexing to enhance search operations.

**Licenses & Certifications**

- **Certified AODA –** OSG, Nov 2024.
- **Beginner: Introduction to Generative AI Learning Path –** Google, Nov 2024.
- **Certified Scrum Master (CSM) –** Scrum Alliance, April 2024
- **Certified Scrum Product Owner (CSPO) –** Scrum Alliance, April 2024
- **Google Project Management: Professional Certificate –** Google, Dec 2023.
- **Project Management Essentials Certified (PMEC) –** Management & Strategy Institute, Apr 2021.
- **Databases and SQL for Data Science** – IBM (Coursera), Jan 2020.