

ISHIKA SINGH

BUSINESS ANALYST

(626) 342 8356 | singh.ishika3@gmail.com | 

Motivated Business Analyst with the technical expertise and business acumen necessary to translate Business requirements and objectives into scalable, highly resilient and successful system solutions.

SKILLS

Technical Skills

- Excel, Word, PowerPoint, and Visio.
- SQL, Tableau, SSRS, Excel.
- Drupal, WordPress.
- MS SharePoint, JIRA.
- HTML, CSS, JavaScript, ASP.NET, Python, and JAVA.
- Salesforce.com technologies.
- Hadoop, Hive, Spark

Business Skills: SDLC, Agile Methodologies, requirement gathering, Data mapping, Workflow analysis, System functional design, Release planning, Detail Oriented, Business Workflow and Documentation.

EXPERIENCE

Technical Business Analyst: ICF International (Irvine, CA)

Feb, 2017 – present

- Responsible for running ad-hoc, weekly and Monthly Reports according to the Stakeholders request.
- Generated Monthly financial Incentive invoices and updated Find a Retailer tool backend database using Excel Vba scripts for retailers like Home Depot, Best Buy and Sears.
- Recommended improvements in implementing program changes supporting utility programs Southern California Edison and SoCal Gas, SoCal Ren.
- Multitasked and Managed 5 different projects liaising with cross functional teams at same time ensuring all the deadlines are met on time
- Used Data analysis for reporting and preparing dashboards as per client needs using SSRS, Excel and Tableau.
- Implemented user acceptance testing with a focus on documenting defects and executing test cases on web development changes.
- Developed SharePoint Libraries and set up site according to the client requirements.
- Recommended operational improvements based on tracking and analysis using SharePoint and JIRA.
- Conducted 5 knowledge sharing sessions per month to capture "Lessons Learned" and streamline the product improvement process.
- Developed the new workflow diagram for SoCal Ren using MS Visio also used SFDC to provide admin support to the Project.

Business Analyst Intern : UTB United Technology Inc. (New York)

Oct, 2016 – Jan, 2017

- Responsible for Weekly Advance and Monthly Commission Payroll processing and reporting.
- Authored stored procedures used in ad-hoc and subscription based SQL 2008 SSRS reports.
- Designed and maintained SSRS reports used to analyze sales, compensation, and earnings data.
- Designed and maintained Tableau 5.1 reports used to graphically analyze business data.
- Provided assistance for data trends identification using Excel and other visualization tools

Business Analyst Intern : People's Choice Apparel (Los Angeles, CA)

Sept,2015 – Mar,2016

- Involved in the configuration and development of the Ecommerce website in cross functional environment also worked as Liaison between stakeholders throughout all stages and phases of SDLC.
- Involved in daily planning of work, meetings, tracking progress, reporting and scheduling project timelines and milestone using Microsoft Project.
- Used SQL to manipulate queries to manage database of the website and maintained the dashboard using Tableau and MS Excel.
- Performed and managed the entire digital marketing analysis and reporting of the website traffic using Google Analytics, Tableau, and SFDC.
- Revamped marketing strategy, analyzed data precisely resulting in \$150,000 of sales within 6 months.

Graduate Assistant : California State University (Los Angeles, CA)

Jan,2015 – Sept,2015

- Assisted the Dean of Information Systems to layout new business coursework by analyzing data using MS Excel and manipulating SQL queries.
- Managed CSULA website using Drupal and assisted in amazon web service system deployment.

Analyst : Aricent Technologies Gurgaon (India)

Jan,2014 – Sept,2014

- Managed and resolved all the network and CISCO VOIP connection cases on salesforce.com CRM working with different stakeholders in cross functional environment.
- Resolved 30 Priorities cases in given SLA and received high degree of customer satisfaction by providing support to customers and achieved several Bingos in Feedback.

Jr.Business Analyst : Webs Jyoti (Gurgaon, INDIA)

June,2013 – Jan,2014

- Developed various KPI's, Reports, and Dashboards using Excel (VLOOKUP, Pivot tables, Macros) for business users to review.
- Developed and maintained client relations which resulted in working with various stakeholders to determine project scope, feasibility, and risks.
- Extracted Data using SQL Queries and delivered recommendation on the basis of statistical analysis using BI tool Tableau.

EDUCATION**Masters in Information Management (JULY 2016)**

California State University, Los Angeles, CA

Bachelor of Technology in Information Technologies & Engineering (MAY 2013)

Mody Institute of Technology & Science, Rajasthan, India

References Available Upon Request