

Manish Chaudhari

Senior Business Analyst / Technical & AI Integration / Web Application Expert

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Professional Summary:

Results-driven **Senior Business Systems Analyst** with **10+ years of experience** in **business analysis, system design, and technical implementation**. Expertise in **Web API integration, Middleware, Salesforce, and AI-driven automation**. Proven ability to lead **consumer and provider-facing web applications**, optimize workflows, and enhance productivity with **AI-powered tools**. Skilled in **Heroku app management**, including **environment configuration, performance monitoring, and add-on integrations** (New Relic, Bug Snag, Pingdom). Adept at **bridging business and technical teams**, leading **Scrum teams**, implementing **AI-enhanced sprint planning and strategic decision-making** to drive efficiency and innovation.

Skills & AI Capabilities

Business & System Analysis

- Requirements gathering, user story writing , process mapping, and stakeholder collaboration
- Functional & non-functional requirements documentation
- Reverse engineering of existing systems
- AI-powered requirement analysis and workflow optimization
- **Web application analysis and optimization** for consumer and provider platforms
- **Salesforce CRM**: Lead generation, campaign and event management, contact and account management

Technical & AI Skills

- **Web API & Middleware**: API design, integration, troubleshooting, and documentation
- **Databases**: MongoDB, SQL Server, Salesforce SOQL for lead & campaign reporting
- **AI-Powered Productivity**: Generative AI (ChatGPT, Claude, Bard), AI-assisted user story writing, AI-driven workflow automation, prompt engineering
- **Heroku Cloud Services**: App creation, environment variable management, proxy app setup, add-on integration (New Relic, Bug Snag, Pingdom), dyno configuration, and performance monitoring
- **AI & Business Intelligence Tools**: Visily.ai (mockups), EazyBI, Kibana, New Relic, Bug Snag, Splunk
- **UI/UX Tools**: Figma, Lucid Chart
- **Scripting & Development Understanding**: Postman, Node.js, Bash; ability to read, analyze, and debug code
- **Project Management & Collaboration Tools**: Jira, Confluence, Chalk, Asana, Microsoft Project, Atlassian AI for planning & sprint estimation

Soft Skills

- Strong communication and problem-solving

- Stakeholder engagement & cross-functional collaboration
 - Agile & Scrum methodologies
 - AI-driven strategic decision-making
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Certifications:

- Professional Scrum Product Owner (PSPO) – Scrum.org
 - Professional Scrum Master (PSM) – Scrum.org
 - Business Analysis Certification – IIBA
 - Generative AI Certification – Microsoft & LinkedIn
 - Deep Learning & AI Ethics – University of Texas at Austin
 - JIRA Admin & Project Management – Atlassian
 - Python PCEP Certification
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Education:

- **Master of Science in Artificial Intelligence** – University of Texas at Austin (*Pursuing, Expected July 2026*)
 - **Bachelor of Engineering in Computer Science** – SLIET, Sangrur, Punjab (*2012*)
 - Diploma in Computer Science – SLIET, Longowal, Punjab
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Professional Experience & AI Integration

Sr. Business Analyst

Align Technology, Morrisville, NC | **December 2021 – Present**

- **Worked extensively on consumer and provider-facing web applications**, ensuring seamless user experience and technical implementation.
- **Leveraged Generative AI** for requirement gathering, user story creation, and documentation, reducing manual effort by **40%**.
- Used **Visily.ai** to create AI-powered mockups, technical architecture diagrams, and workflow visualizations.
- **Implemented AI-driven sprint planning & estimation** using **Atlassian AI**, improving sprint accuracy and backlog prioritization by **25%**.
- Managed multiple **Scrum teams**, driving Agile ceremonies and optimizing team performance through **AI-assisted retrospective analysis**.
- Utilized **AI-based monitoring tools** (New Relic, Bug Snag, Kibana) to analyze website performance and identify potential optimizations.
- **Developed low-level designs & API documentation** using Confluence & Chalk, incorporating AI-based documentation enhancements.
- **Managed Salesforce CRM**: Lead generation, campaigns, events, and account management for doctors.
- **Generated Salesforce SOQL-based reports** for lead tracking, campaign performance, and sales analytics.
- **Deployed and managed Heroku applications**, including setting up dynos, tracking performance metrics, and integrating add-ons like **New Relic, Bug Snag, and Pingdom** to monitor uptime and downtime.

- Automated reporting and visualization using **EazyBI Analytics**, increasing **visibility of sprint progress and team velocity by 30%**.
- Integrated **Contentful CMS** for efficient content management and global market localization.

Technologies & Tools: Generative AI, AI-driven automation, Web API, Salesforce, Heroku, Figma, Postman, Node.js, Bash, Jira, Confluence, Chalk, New Relic, Kibana, Bug Snag, SQL Server, Microsoft Project, Contentful CMS, Lucid chart, MS Visio, Balsamiq

Sr. Business Systems Analyst & Scrum Master

Align Technology, Hyderabad, IN | **August 2018 – December 2021**

- Led technical implementation efforts for web applications serving consumer and provider portals.
- Designed interactive wireframes and UI prototypes in Figma for front-end applications.
- Conducted AI-driven data analysis using Kibana and Splunk to optimize system performance.
- Leveraged Salesforce CRM for managing lead pipelines, campaigns, and sales analytics.
- Managed Heroku-based applications, tracking uptime, downtime, performance metrics, and optimizing dyno configuration.
- Led Agile workflows, implementing Jira automation to enhance project management efficiency.

Technologies & Tools: Salesforce CRM, SOQL, Heroku, AI-driven backlog management, Web API, MongoDB, Figma, Postman, Node.js, Bash, Jira, Confluence, SQL Server, Kibana, Splunk

Business Analyst/SQA

Microsoft, Hyderabad, IN | **June 2013 – August 2018**

- Collaborated with stakeholders to gather and define project requirements, ensuring alignment with business objectives.
- Developed comprehensive project documentation, including functional specifications and user stories, serving as a blueprint for developers.
- Performed user acceptance testing (UAT), leading to successful project go-lives with minimal post-launch issues.
- Identified and documented defects using Visual Studio, ensuring timely resolution and retesting.
- **Technologies and Tools:** Visual Studio, SQL Server, JIRA, Confluence.

Technologies & Tools: Visual Studio, SQL Server, Jira, Confluence, AI-powered documentation, Microsoft Visio, Lucid Chart

Additional Information

- Passionate about **AI-driven business transformation** and process automation.
- Extensive experience working on **web applications for consumer and provider solutions**.
- **Expertise in Salesforce CRM for lead management, campaign execution, and SOQL reporting.**
- **Heroku application management experience**, including dyno setup, add-on integration, and performance tracking.
- Experienced in integrating **AI for productivity enhancements**, decision-making **system monitoring**, **technical implementation**, and stakeholder reporting.
- Proficient in **Python, Pytorch, and SQL**, with a focus on **AI/ML applications**.
- Constantly exploring **new AI-powered tools** to improve Productivity, automating repetitive works, project tracking, and business efficiency.