

# Manish Chaudhari

*Senior Business Analyst | Technical System & AI Integration | Agile product delivery*

*M.S. in Artificial Intelligence (In Progress), University of Texas at Austin*

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## Professional Summary:

Results-driven Senior Business Systems Analyst with 10+ years of experience in business analysis, system design, workflow automation and implementation. I am skilled in Web API integration, Salesforce, and AI-driven automation. Proven leader in web application development, Heroku management, and cross-functional collaboration. Experienced in Agile methodologies, data analysis, and UAT support.

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## Skills & AI Capabilities

### Business & System Analysis (Agile & Technical Focus)

- Requirements gathering, user story writing, process mapping, and stakeholder collaboration
- Functional & non-functional requirements documentation
- **Agile & Scrum methodologies:** Sprint planning, backlog grooming, daily stand-ups, retrospectives
- Jira, Confluence, Atlassian AI for sprint estimation, roadmap planning, and progress tracking
- 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

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## 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**.