Manish Chaudhari

AI Business Analyst | AI Integration | Agile product delivery

LinkedIn: linkedin.com/in/mkchaudhari • Portfolio: manish4u14-utexas.github.io/my-portfolio

Morrisville, NC, 27560 • manish4u14@gmail.com • +1-984 895 9263

Professional Summary:

Full-stack Business Analyst with deep technical fluency, AI adoption leadership, and cross-functional delivery experience. With over 10+ years of experience in business analysis, system design, workflow automation and implementation. Currently pursuing an M.S. in Artificial Intelligence from UT Austin.

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 App Development: Skilled in end-to-end design, analysis, and optimization of large-scale web applications.
- **Databases**: 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

- Strong communication and problem-solving
- Stakeholder engagement & cross-functional collaboration
- Agile & Scrum methodologies
- AI-driven strategic decision-making

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

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

Professional Experience & AI Integration

Sr. Business Analyst – AI & Web Platform

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

AI Projects

1. **Generative AI for Documentation automation:** Pioneered the use of Generative AI for requirement gathering, user story creation, and documentation, achieving a 40% reduction in manual effort and accelerating project timelines. This involved prompt engineering and integrating AI tools into existing BA workflows.

2. **AI Powered BI Agent:** AI-powered Business Intelligence (BI) Agent designed to automatically generate clarification questions based on raw business requirements. It utilizes Microsoft Power Automate in conjunction with Azure OpenAI (GPT) to streamline the early stages of requirements gathering and validation.

3. **Ai Driven Agile Sprint Optimization:** Implemented AI-driven sprint planning and estimation using Atlassian AI, resulting in a 25% improvement in sprint accuracy and more effective backlog prioritization. This enhanced team velocity and predictability.