

## BUSINESS ANALYST

### Professional Summary

Result oriented MBA graduate with over 5 years' experience in identifying business challenges and opportunities for improvement and solving them using analysis to make strategic and tactical recommendations. Successful track record of thriving in a fast paced, entrepreneurial and dynamic environment. excellent interpersonal and communication skills. Energetic individual with an innovative spirit to bring fresh ideas to complex problems. Highly effective at creating, building and nurturing professional business relationships.

### Core Qualifications

MS Office Suite, MS Access, MS Project, SQL, UNIX, Siebel Web, Tableau, SPSS, MS Visio, Qlikview, IBM Content Navigator, SharePoint, SAS, R, FileNet, DataStage, HP Quality Center, JIRA \*Volunteer: Member of company campaign to raise funds for farmers affected by drought in Central India

### Experience

Business Analyst Aug 2015 to Current

Maximus, Inc. 1/4 No. Little Rock , AR

- Served as a conduit between the customer community team and the software development team to support the migration of Northern Trust's current document management system, NorthernImage to a new document management system, EDM (Enterprise Document Management).
- Helped identify and understand the business requirements, refine and clarify its definition, and develop a solution scope that is in line with the EDM Program direction.
- Classified target initiatives as part of cost-benefit analysis for evaluating the impact of different deployment scenarios.
- Translated Business Requirements into detailed functional specifications, training programs and process documentation and proactively communicated and collaborated with customers to analyze information needs and functional requirements.
- Reported project performance, issues and risks to management and appropriate stakeholders.
- Incorporated learnings into future design considerations.
- Contributed to the development of solutions which best fit the business need by identifying gaps and shortcomings in solutions, and identifying necessary work-around or changes to the solution.
- Responsible for project coordination, capturing business requirements, use case development, developing functional specifications, documentation of user guides, supporting the engineering and testing teams, delivery and support.

Business Analyst Aug 2013 to Mar 2014

Mckesson Corporation

- Analyzed business requirements for a Siebel CRM (Customer Relationship Management) platform that managed service fulfillment, service assurance, and sales / marketing functions for a \$30B multinational telecommunications service provider in the UK as part of a global business services transformation delivery model.
- Liaised with client business experts and developers to identify and prioritize changes, reviewed test cases, and reported issues and go-/no-go recommendations from the design, development, testing and the deployment phases to the Division IT Director.
- Translated business goals, feature concepts and customer needs into prioritized product requirements, use cases and UML diagrams.
- Created user stories, and provided cost estimates & Function Point Analysis (FPA) on various client requirements and project releases.
- Performed gap analysis to identify inefficiencies in the existing order management processes, reducing process time by 27%.
- Created detailed Excel models for the identification and utilization of project performance metrics required to design, develop and test new requirements, ensuring alignment within forecasted projections and optimum costs.
- Redesigned test cases within an AGILE delivery framework in order to improve operations and performance, trimming project costs and efforts by 20%.
- Identified risks in cost optimization efforts and developed mitigation strategies, which increased user acceptance rate from 97% to 100%.
- Prepared and delivered presentations during weekly status meetings with Client Delivery Lead and Project Delivery Management team to address progress, schedules, deliverables and issues.

Quality Assurance Analyst Oct 2010 to Jul 2013

Bimbo Bakeries Usa

- Planned and executed quality control tests on CRM modules within an AGILE environment.
- Partnered with cross-functional team members including Developers, Solution Designers, Business Analysts and delivery team to conduct parallel releases of enhancements and break-fixes.
- Identified and diagnosed defects across a variety of customer usage scenarios (e.g., ordering a new service, registering a problem) and assisted developers and solution designers in resolving issues.
- Revamped old test cases to avoid redundancies to minimize the turn-around time for deliverables and change requests by 23%, thus avoiding violations of Service Level Agreement (SLA).
- Estimated efforts for script preparation and execution and designed test cases from user stories and requirements to ensure that acceptance criteria were satisfied.
- Awarded the "Valuable Team Player" award by the client's Division IT Director for consistent contribution towards project objectives.

Jan 2010 to Jan 2014

Bickford Senior Living

Education

Master of Business Administration (MBA) May 2015 UNIVERSITY OF FLORIDA Hough Graduate School of Business 1/4 City , State Merit

Scholarship recipient; Graduate Assistant - conducted data analytics for UF Miller Retail Center \*Coursework included Strategic Management, Organizational Behavior, Macroeconomics, Leadership & Financial Accounting \*GMAT: 690

Bachelor of Engineering , Electronics and Telecommunications Aug 2010 UNIVERSITY OF PUNE 1/4 City , INDIA Electronics and Telecommunications Vice-Chairman of Institute of Electrical and Electronics Engineers (IEEE) \*Member of College Soccer, Basketball, Volleyball, Badminton and Cricket teams, competed in inter-Collegiate championships Additional Data

Certifications

NTAC:3NS-20

Languages

English, Marathi, Hindi, German

Skills

AGILE, attention to detail, Business Analysis, clarify, interpersonal and communication, Content, continuous improvement, Customer Relationship Management, CRM, Client, Customer service, DataStage, Delivery, direction, Document Management, documentation, Driving, Electronics, English, FileNet, Financial Accounting, functional, funds, German, HP, Hindi, IBM, Leadership, Director, marketing, meetings, MS Access, Excel, MS Office Suite, 97, MS Project, SharePoint, migration, Enterprise, Navigator, optimization, order management processes, Organizational, presentations, progress, Project Management, project coordination, Quality, quality control, Retail, sales, SAS, SDLC, script, Siebel, Service Level Agreement, SLA, software development, SPSS, SQL, stories, Strategic Management, Tableau, Team Player, telecommunications, training programs, UML, UNIX, Visio