

## BUSINESS ANALYST

### Professional Summary

Business Analyst offers 4 years in the Consulting industry. Expert on business and systems requirements, user acceptance testing, process improvement and end-user training.

### Skills

Analytics: R, MATLAB, SQL, Tableau

Languages: ASP.NET, Beginner's JAVA, HTML, CSS, Javascript

Related Concepts: Agile Methodology, Project documentation, SDLC, Project documentation

Applications: Salesforce, SQL Server Management Studio, Visual Studio, LucidChart, MS Office, MS Excel, MS Access, MS Visio, Service Now, Precision Tree, Solver, @Risk, IBM Bluemix, Stat Tools, Axure, Google Sites

### Work History

- Business Analyst
- Ockham
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- January 2017 to Current
- Work with United States Department of Agriculture to lead the requirements gathering session, create mock-up prototypes, analyse and consult on business processes and provide solutions that leverage Salesforce functionality Responsible for managing and customizing Users Roles, Profiles, Contacts, Leads, Campaigns, Opportunities, Public Groups, Record Types, Sharing Rules, Validation Rules, Permission Sets, Page layouts and Custom Objects in Salesforce Document and memorialize product and business knowledge into User Stories, Functional Requirements Document and Application Architecture Design Document to make it accessible to team members and end-users Liaison between the business, development and support teams to ensure a full understanding of requirements on both ends Define, communicate and manage a change management (release) process to develop and implement new applications/code and updates to existing applications/code Conduct UAT client meetings, create UAT Test Summary report, test script development and test script execution after each sprint cycle to ensure that developed systems satisfy the needs of business clients as specified in the functional requirements.
- Business Intelligence Analyst Intern
- Envestnet
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- June 2016 to December 2016
- Consolidated and Monitored data for universities at various geographic locations to improve student targeting by 50%.
- Automated permissions assignment for Tableau workbooks using Python Rest API, saving 100 man-hours each week.
- Recommended changes and solutions to the Director, Academic Quality and Accreditation department for 70+ universities based on.
- current trend analysis and publish compliance scorecards for KPIs.
- Technology Analyst
- Cognizant Technology Solutions
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- July 2013 to July 2015
- Designed and developed new features and enhancements, headed status meetings to update the client team of project status Analyzed metrics and prepared quantitative analysis report for more than 15 projects, to increase the efficiency and ensure 100% compliance and quality in new projects and also reduce project execution time by 50% Prepared functional and technical reports to manage and mitigate various risks associated with Software Development Life Cycle in an agile framework, participate and conduct sprint planning, review, retrospective and daily stand-up meetings PROJECTS Business Process Analysis University of Maryland Health Center Implemented Agile Methodology and developed an application for tracking patients data using SQL, PHP and IBM Bluemix Led sprint planning meetings with the stakeholders and sprint retrospective to improve the business value of the product Google Analytics for Teenlife.com Participated in GOMC by running a 3-week AdWords campaign, conducted market analysis to identify the customer base and designed the campaign, ad groups, keywords and ad copies to match consumer behaviour.

### Skills

ASP.NET, Academic, ad, Agile, API, Business Analysis, business processes, Business Process Analysis, change management, com, CSS, client, clients, features, Functional, Google Analytics, HTML, PHP, IBM, ITIL, JAVA, Javascript, Director, managing, market analysis, MATLAB, meetings, MS Access, MS Excel, Page, Python, Quality, quantitative analysis, Requirements Gathering, Scrum, SDLC, script, Six Sigma, Software Development, SQL, SQL Server, Stories, Tableau, trend, Validation, Visio, Visual Studio

### Education

- Master of Science - Information Systems

- Robert H. Smith School of Business, University of Maryland
- City
- Dec 2016

#### Information Systems

- Bachelor of Technology - Electronics
- Narsee Monjee Institute of Management Studies
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- Aug 2013

#### Electronics

#### Certifications

- Entry Certificate in Business Analysis conferred by International Institute of Business Analysis (IIBA)
- ITIL Foundation Certification & IT Service Management conferred by Axelos
- Certified Six Sigma Black Belt (CSSBBTM) conferred by International Six Sigma Institute
- Scrum Master Accredited Certification conferred by International Scrum Institute
- Salesforce Certified Administrator (ADM 201) conferred by Salesforce.com