

PARAG KHANKARI

Boston, MA 02134 | +1(857) 832-1623 | khankariparag12@gmail.com | [LinkedIn](#)

EDUCATION

Northeastern University | Boston, MA

Sep 2022 – May 2024

Master of Science in Information Systems | GPA: 3.7

Relevant Coursework: IT Risk Management and Cybersecurity, Business Process Analysis and Design, Data Management and Governance, Computation and Visualization, Data Mining and Machine Learning, Foundations in Data Analytics, Web Development

Pune University | Pune, India

May 2016 – Jun 2022

Bachelor of Engineering in Computer Science

PROFESSIONAL EXPERIENCE

Zensar Technologies Pvt Ltd | Business Analyst

Sep 2021 – Aug 2022

- Orchestrated collaboration with 10+ cross-functional teams to gather and analyze business requirements for the **AVIS Fleet vehicle management** system, ensuring alignment with project goals and stakeholder expectations
- Converted high-level business needs into 50+ detailed **user stories** and **epics** using **Jira**, streamlining communication between business and development teams and boosting project delivery efficiency by 20%
- Conducted 15+ discovery sessions with end-users to identify pain points and optimize workflows, leveraging **SQL** queries to analyze data and pinpoint areas for improvement, resulting in a 25% boost in system performance
- Partnered with the Project Manager to evaluate 100+ reported defects in Jira, identifying root causes and assessing impacts on stakeholders to ensure timely resolution and minimal disruption
- Spearheaded 20+ sprint planning sessions and backlog refinement meetings in an **Agile** environment, prioritizing 200+ requirements and ensuring on-time delivery of project milestones

Zensar Technologies Pvt Ltd | Business Analyst & Full Stack Developer

Jul 2020 – Aug 2021

- Worked closely with 5+ business stakeholders to elicit and document requirements for an **e-commerce** platform, ensuring clarity and alignment with business objectives
- Developed interactive dashboards using **React.js** to visualize key performance metrics, enabling stakeholders to make data-driven decisions and improving project transparency by 25%
- Architected and optimized **RESTful APIs** to streamline data exchange between frontend and backend systems, reducing payload sizes by 30% and boosting system efficiency
- Supported the Product Owner in maintaining the product backlog in **Jira**, prioritizing 50+ features, and ensuring alignment with business goals in an **Agile framework**

Neutrino Tech System | Full Stack Developer

May 2019 – Apr 2020

- Collaborated with stakeholders to deliver the **Hospital Management Dashboard** using **React.js**, creating 10+ interactive dashboards that improved monitoring efficiency by 20%
- Conducted 10+ workshops with end-users, using **SQL** to analyze data and streamline processes, reducing report generation time
- Designed and optimized 15+ RESTful APIs, reducing latency by 25%, and documented 50+ user stories to guide development

ACADEMIC PROJECTS

Insurance Claim Analysis for Fraud Detection

Jan 2023 – Apr 2023

- Used **SQL** to query and clean 100,000+ **insurance** claims, extracting key metrics like claim amounts and policy to identify trends
- Identified a 20% higher fraud rate in specific policy types through **EDA** and showcased insights via visual dashboards
- Proposed a fraud detection framework with risk scoring and automated alerts, potentially reducing fraudulent payouts by 15%
- Documented the analysis process and recommendations in detailed report, showcasing problem-solving skills
- Developed a machine learning model to classify fraudulent claims, improving detection accuracy by 18%

Customer Segmentation for Product Optimization

Sep 2022 – Dec 2022

- Analyzed customer data using **SQL** to identify key segments based on **demographics**, behaviors, and **risk** factors
- Recommended targeted business strategies to enhance engagement and retention, projecting a 10% improvement
- Developed **visualizations** and insights to support stakeholders in making data-driven decisions
- Conducted in-depth analysis using **Amazon Athena** & **SQL**, leading to a 15% increase in decision-making efficiency
- Designed an interactive dashboard for real-time monitoring and optimization of customer segmentation and business offerings

TECHNICAL SKILLS

Business Analysis: Requirements elicitation, user story creation, data flow documentation, stakeholder collaboration

Agile Methodology: Sprint planning, backlog refinement, prioritization, change management, User Story Mapping, Velocity Tracking

Technical Skills: RESTful APIs, GraphQL, SQL, React.js, Node.js, JavaScript, HTML5, CSS3

Tools: SQL Server, MySQL, Jira, Confluence, SharePoint, Jest, Cypress, Axios, Fetch

Soft Skills: Strong analytical, problem-solving & critical thinking skills, working in fast-paced environment, collaborative, agile