

EDUCATION

Zeal Education Society, Pune MBA – Business Analytics, CGPA: 7.89	Pune, India June 2020 – April 2022
Green Fingers College of Computer and Technology BCA, CGPA: 7.08	Solapur, India June 2017 – April 2020

SKILLS SUMMARY

• Technical Skills:	Python, SQL, Power BI (PL300), MongoDB, Figma
• Business Analysis & Tools:	Requirements Elicitation & Analysis, SDLC (Agile/Waterfall), ITSM (Blueprint), UAT Coordination, Impact Analysis, ETL Processes & Change Management
• Domain Expertise:	Healthcare (ETL Project), Core Banking / BFSI (CRM & LOS)

Work Experience

Business Analyst – Associate at Cognizant Technology Solutions	May 2023 - Present
<ul style="list-style-type: none">○ Led end-to-end business analysis for a complex ETL project for a major US-based Healthcare client (AmeriHealth Caritas), focusing on Data Warehouse and BAU operations.○ Drafted and managed high-fidelity Functional Requirement Documents (FRD) and detailed source-to-target mapping documents for EDWH deliverables.○ Resolved critical production failures related to data pipeline (Tidal jobs) root-cause analysis, securing business approval, and coordinating rapid deployment of fixes, ensuring continuity.○ Leveraged SQL extensively for complex data analysis, comprehensive reporting, and data catalog entry creation to support key client metrics.○ Managed all project workflows, including service requests, tickets, and Change Requests (RFCs) using ITSM tools (Blueprint).	
Business Analyst – Assistant Manager at Electronica Finance Limited	May 2023 - Present
<ul style="list-style-type: none">○ Functioned as BSA and team lead for a CRM portal and web/mobile marketplace application, overseeing the full SDLC from planning to UAT and end-user training.○ Automated a manual KYC recapture process using Python, resulting in significant reduction in document search time by indexing paths into a central database.○ Drove the successful integration of the Sales Go CRM platform with the Finn One banking application, streamlining the loan disbursement journey and resolving lead generation issues.○ Used Figma to design, prototype, and refine user-friendly wireframes for the Raftaar mobile marketplace application.○ Extracted records and created critical reports from MongoDB and SQL databases within the in-house CRM, which utilized Amazon S3 for data storage.	
Business Analyst – Bank Officer at IDFC First Bank	May 2023 - Present
<ul style="list-style-type: none">○ Functioned as a Business Analyst focusing on the SFDC CRM platform, quickly identifying and resolving system issues to improve lead generation efficiency.○ Created detailed UI-level changes in Figma and produced required documentation (BRD, FRD, PRD) to facilitate clear communication for the development team.○ Provided data-driven recommendations to regional and segment leaders through insightful reporting, supporting strategic decision-making and performance optimization.	

EARLY CAREER INSIGHTS

- **MIS Executive at TSM Capital (Dec 2019 - Apr 2021):** Led a team of 8 members, analyzing and transforming raw data to provide pre-filtered customer leads to maximize conversion rates. Coordinated the end-to-end lead lifecycle.
- **Sales Executive at [Calibehr](#) & [SBI Securities](#) (Jan 2018 - Nov 2019):** Drove Credit Card and Demat account sales, utilizing SQL/CRM systems to extract and transform customer data for targeted lead generation.

CERTIFICATES

Python (Basics) | Hacker Rank | [CERTIFICATE](#)
SQL (Intermediate) | Hacker Rank | [CERTIFICATE](#)
MongoDB SI Associate | MongoDB | [CERTIFICATE](#)
Microsoft Power BI PL – 300 | Microsoft | CERTIFICATE

Mar 2022
Jun 2023
Jun 2025
In Progress