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| Harjeet Kaur  120 Rossell Park Circle, Garner – 27529, North Carolina,  Email – [hjeetkaur120@gmail.com](mailto:hjeetkaur120@gmail.com)  Phone -+1 210 369 1606 |
| Solutions Driven Business Analyst with experience leading cross-functional teams in the development, documentation and delivery of process innovations driving the attainment of business goals. Seek opportunities to transform company practices into fresh, cost-effective solutions leading to more effective operations. |

# Experience

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| **Dec 2019 – Current ,**  **Job Tile Role :- Business Analyst/ Project Coordinator**  **Client :Paradigm Behavior Services , Florida , USA**  Behavior Paradigm provides Applied Behavior Analysis (ABA) services to children diagnosed with Autism Spectrum Disorder, Down Syndrome, and other behavioral diagnosis. Company provide ABA services at home, private schools, and day cares. The scope of the project is to develop a inhouse application for the business. This new application will help the business users to better understand the real-time account information, provide ability to download account information and option to operation better with addition of new features and reports as compared to legacy application   * Managed implementation of client medical software application covering scope, business objectives and managing project life cycle. * Project involved in upgrading, development, testing and implementation of software application release. * Migrated data from Web ABA application to Measure PM application. * Participated in preparing presentation materials for meetings and ensured all documentation is prepared and maintained appropriately as per compliance. * Determined project changes as per requirements. Assessed project risks and issues and provided solutions where applicable. * Transitioned the application (Measure PM) to Production support team. * Organized and participated in meetings with stakeholders and team members. Documented and distributed minutes to all team members when required. * Apply professional learning principles, concepts, theories, and technologies to a wide range of learning challenges to ensure program applicability, effectiveness. * Managed the deployment of specific learning programs to achieve program related deployment targets and goals. * Conducted GAP Analysis to understand the AS-IS and TO-BE state of the project. Facilitated JAD sessions for precisely capturing the user’s vision of the application. * Involved in Requirement gathering and created business requirements document (BRD), functional specification document (FSD), which includes UI flows screen mockups, process flows, business logic, configuration requirements and traceability matrix. Analyzed the risk assessment of the application. * Worked on a hybrid of Waterfall and Agile Methodology. * Maintained and updated sprint burn down charts and release burn down charts to keep track of sprints and the project against the planned work. Facilitated the team to maintain optimal velocity and worked on completing story points with a consistent schedule on each sprint. Resolved impediments affecting the scrum development team by performing safety check to overcome invisible gun effect, through silent writing and timeline retrospective * Managed team to perform SQL queries to access customer profiles stored in the system. * Assisted in data profiling to extracted data from source system and loaded into the target system. * End to End management of Measure PM Instance for Company * Migrated data from Web ABA application to Measure PM Application. * Manage implementation of client’s medical software application covering scope, business and compliance. * Manage upgrading and configuration setting of software application as per business requirements. * Prepare presentation materials ensuring all documentation is prepared and maintained appropriately as per compliance. * Determine changes required as per compliance and provide solutions where applicable. * Manage day to day operations by providing parents track, confirm, and sign for sessions from portal * Manage the database for team members and keep their records updated on Portal. * Customization of reports for Daily / Weekly consumption * Manage appointments for patients and help in creation of rosters * Audit the quality of services provided to clients. * Use Tableau platform to create customized reports of session summaries. * Provide training to Business users in using Tableau and Application. * Attend and run weekly / monthly meetings with project teams to ensure open and clear communication levels maintained and activities are in line with program objectives and strategies |
| **Aug 2015 – Sept 2018**  **Job Title Role: Sr. Tableau Developer**  **Client: JMD SOLUTIONS PTY. LTD., Melbourne, Victoria, Australia**   * Involved in reviewing business requirements and analyzing data sources form Excel/Oracle SQL Server for design, development, testing, and production rollover of reporting and analysis projects within Tableau Desktop. * Created views in Tableau Desktop that were published to internal team for review and further data analysis and customization using filters and actions. * Created dashboard using parameters, sets, groups, and calculations. * Created drill down and drill up in worksheets. * Involved in creating a dual-axis bar chart with multiple measures. * Created report schedules on Tableau server. * Created Bullet graphs to determine profit generation by using measures and dimensions data from Oracle SQL Server and MS Excel. * Combined views and reports into interactive dashboards in Tableau Desktop that were presented to Business Users, Program Managers, and End Users. * Reviewed basic SQL queries and edited inner, left, and right joins in Tableau Desktop by connecting live/dynamic and static datasets. * Developed story telling dashboards in Tableau Desktop and published them on to Tableau Server, which allowed end users to understand the data on the fly with the usage of quick filters for on demand needed information. * Scheduled data refresh on Tableau Server for weekly and monthly increments based on business change to ensure that the views and dashboards were displaying the changed data accurately.   **Environment:** Windows Server 2012, Tableau Desktop 8.2/8.0/7.0, Tableau Server, SQL Server 2008/2012, PL/SQL, MS-Access, MS Excel, and JavaScript. |

# Education

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| **Punjab University, Chandigarh, India** |
| Master’s in commerce – 2002 , Post Grad Diploma Computer Application – 2003  Tableau Desktop Specialist – 2020  HIPPA Certified – 2021  Wake County Public schools substitute teacher training (interactive ) v.19 – 2022 |

# Skills

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| **Requirement Management Tools** | Jira, SharePoint, Confluence |
| **Project Management Tools/Methodology** | Unified Modeling Language (UML), MS-Project, JIRA, Agile-Scrum, Waterfall |
| **Reporting Tools** | Tableau, Power BI, |
| **Miscellaneous** | Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), MS Visio, |
| **Operating Systems** | Windows XP, 7, 8, 10 |

# Personal Attributes

* Effective Communication Skills: Articulate communicator with appreciation for the different communication styles required when working with other team members or with customers.
* Honest and Reliable: Strong morals and ethics ensure honesty, reliability, and ability to undertake tasks responsibly.
* Flexible: Understanding of need to remain flexible to support last-minute demands and changes. Comfortable in changing environments and situations, ensuring ability to always remain flexible and adaptable.