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| Raj Govani | San Diego, CA | 415-617-5103  rajmgovani@gmail.com |

Senior Business Systems Analyst

**Dynamic business systems analyst building market-leading products while implementing scalable solutions.**

Innovative business analyst with strong business acumen and robust experience coordinating cross-functional stakeholders, clients, and teams through the product life cycle while actively identifying and resolving inadequacies. Data-driven professional leveraging business and customer requirements, analytical insights, and key relationships to cultivate effective communication, enhance productivity, and reduce costs.

Areas of Expertise

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| * Team Leadership & Guidance * Product Planning & Management * Business Analysis & Optimization | * Strategic Planning & Analysis * Identity & Access Management (IAM) * Business Requirements | * Data Mining & Insights * Process & Workflow Design * Solution Implementation |

Technical Proficiencies

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| Platforms: | Windows, Mac OS |
| Tools: | JIRA, SharePoint, Jabber, Zoom, Slack, Cognos, Salesforce, SailPoint, Workday, Tableau, Rally, IAM, CRM, AWS |
| Software: | Microsoft Office Suite (Excel, Access), Google Suite, PeopleSoft, Acrobat Reader, Rally, ServiceNow, Microsoft Project, People Soft, Visio, SQL, ERP |

Career Experience

Salesforce, San Francisco, CA 2019 – Present

Senior Business Solutions Analyst

Orchestrate collaborative communication between clients, technical teams, and operational teams through each phase of the digital product life cycle, designing user stories, business process flows, requirements documentation, user acceptance tests, and user experiences. Leverage SailPoint IIQ to create tasks and utilize AWS to execute Workbench SQL queries. Organize meetings with stakeholders, engineers, and testers to conceptualize tactical solutions that surpass expectations and align with all budgets and project targets.

* Enhanced productivity by 35% after streamlining and automating processes within the IAM lifecycle.
* Optimized access and privilege approval by piloting the development of an automated user certification feature.
* Defined Key Performance Indicators (KPI) with Tableau by applying API connectors to collect data from AWS.
* Enabled users to address SOX regulatory requirements by introducing a foundation for entitlement certification.
* Created user stories and assigned points and task for onboarding applications on SailPoint IIQ with AD, LDAP connectors.
* Onboarded 135 applicants and trained users on the proper usage of the SailPoint.
* Build Key Performance Indicator Metric (KPI) in tableau to help teams resolve issues and report progress

County of San Diego, San Diego, CA 2018 – 2019

Senior Business Systems Analyst

Conducted comprehensive analysis on numerous sources to convert complex data into insightful metrics, user requests, and solutions while identifying complications. Leveraged analytical data, client and vendor interviews, workshops, scenarios, and surveys produce and deliver use cases, requirement documentation, business case analytics, workflow diagrams, technical and design specifications, user flows, and user interfaces for ERP system to multifaceted stakeholders.

* Accumulated over $500K in annual cost savings through strategic project cost forecasting and execution.
* Promoted top solution selection by partnering with global stakeholders to present possible options.
* Identified the root cause of diverse business inefficiencies by evaluating data and analyzing symptoms, highlighting affected systems, users, and processes that will be impacted by the solution.

State Street, Boston, MA 2014 – 2018

AVP Senior Business Analyst

Executed in-depth review and analysis of fund reporting, cyber security, application onboarding, and project processes to produce comprehensive use cases, create new tokens, and resolve inefficiencies. Interfaced with cross-functional stakeholders and application teams to gather requirements, test application portals, foster cohesive Agile life cycles, and engage in daily stand up, sprint planning, grooming, and retrospective meetings.

* Drove the migration of an application to Ringfence, onboarding with SailPoint and engaging with application teams.
* Generated a current and future state process map for the program with Microsoft Visio.
* Configured PROD and DR servers in collaboration with Citrix and F5 teams, supporting incidents and application migration.
* Migrated Legacy database to PIM database and automized 130 fund fact sheets by setting up 8 data standards with data analysis on performance, holding, characteristics, reference and content data.
* Boosted efficiency by 40% through an 80% drop-in new hire processing times after spearheading a product strategy that safeguarded compliance with data privacy and information security.

Citizens Financial Group, Providence, RI 2011 – 2014

Senior Business Analyst | System Analyst

Coordinated projects from initial planning and scheduling to completion, defining scope and producing work breakdown structures while offering extensive database support. Generated innovative test plans and scripts, SQL queries, dashboards, databases, and visualizations throughout the UAT phase of Apple Loan. Engaged with key globalized stakeholders to facilitate in Joint Application and Design (JAD) sessions and other project-related meetings.

* Utilized Tableau to produce insightful visualizations for loan origination and servicing.
* Designed and implemented process and data flow diagrams for Apple Loans.
* Devised and maintained dashboards, campaigns, fields, views, and reports with Salesforce.
* Functioned as primary liaison between IT and business departments, fostering cohesive solutions.
* Optimized Apple loan functionality through accurate requirements gathering in partnership with business.
* Reduced delivery time by 50% and introduced enhanced analytics and visualization capabilities after navigating the Agile development of an internal application with JIRA and SQL.

Education

Mater of Business Administration in Financial Management 2010

Johnson and Wales University, Providence, RI

Certifications

Certified Scrum Master, Scrum Alliance (CSM)

Salesforce Certified Administrator, Salesforce (SCA)