**Name**

**E-mail: | Phone: +1 (201)-407 0000 | LinkedIn**

**Business Analyst**

**PROFESSIONAL SUMMARY**

Dynamic and detail-oriented Business Analyst with over 10 years of experience in leveraging analytical expertise to drive business improvements, optimize business processes, and enhance system functionality. Proven track record in business analysis, requirements gathering, and the development of innovative solutions to complex business challenges.

**CORE BA SKILLS**

Project Scope Definition and Modelling, Stakeholder analysis and Mapping using RACI Matrix, Requirement Elicitation, Requirement analysis, Requirement Modelling, Requirement Validation using Requirement Traceability Matrix, Requirement management, Requirement documentation, Requirement prioritization using MoSCoW, UML, Business Process Re-engineering, Business Process Modelling and Mapping using BPMN2.0, Gap Analysis, Business Impact Analysis, Root Cause Analysis, Cost Benefit Analysis, RAID Analysis.

**SOFT SKILLS**

Communication, stakeholder management, leadership, decision making, analytical thinking, critical thinking, proactiveness, conflict management, and problem solving.

**AGILE SKILLS**

Scrum, Product backlog definition and grooming, User story definition and mapping, User story estimation, User story splitting, User story prioritization, Acceptance Criteria

**BA TOOLS**

Draw.io, MS Visio, Lucid Chart, Figma, Balsamiq Mock Up, Tableau, Power BI

**PROJECT MANAGEMENT & DOCUMENTATION TOOLS**

Jira, Confluence, Microsoft Word, Trello, Miro, Azure DevOps, Asana

**ADDITIONAL SKILLS/TOOLS**

Microsoft Excel, Microsoft PowerPoint, Microsoft Outlook, Microsoft Access, Sharepoint, SQL

**WORK EXPERIENCE:**

**Company: Specialty Networks** **January 2023 – Present**

**Role: Senior Business Analyst**

**Key Responsibilities:**

* Led the requirements gathering sessions for the PPS Analytics Platform, conducting stakeholder interviews and workshops to ensure comprehensive understanding of gastroenterology practices' needs, leading to a 30% improvement in patient management efficiency.
* Collaborated closely with a cross-functional team, including data scientists and software engineers, to translate clinical needs into technical specifications, resulting in the successful development of a patient stratification tool that improved preventive care planning.
* Managed the Agile project lifecycle for the PPS Analytics Platform, facilitating sprint planning, daily stand-ups, and retrospectives, which accelerated the product development timeline by 25%.
* Directed the quality assurance strategy, creating and executing UAT test cases to identify and rectify issues, ensuring the platform exceeded industry standards for accuracy and user experience.
* Led the data integration efforts, overseeing the secure and compliant transfer of patient data across systems, enhancing data reliability and supporting advanced analytics capabilities for over 5000 patient records.
* Conducted detailed impact analysis post-implementation, demonstrating the platform’s effectiveness in improving clinical decision-making and generating a 20% increase in operational efficiency for gastroenterology practices.

**Company: CITI**  **June 2022 – December 2022**

**Role: Senior Business Analyst**

**Key Responsibilities:**

* Spearheaded the integration of real-time customer profile updates between Citi's digital platforms and Epsilon's rewards management system, enhancing the Value cardholder experience.
* Collaborated with cross-functional teams, including Delivery Management, Kafka Eventhub, and Microservices, to design and implement a seamless API-driven solution, replacing the outdated nightly batch process.
* Conducted comprehensive requirement gathering and analysis sessions with stakeholders, ensuring alignment with project objectives and seamless integration with Epsilon's external systems.
* Led the development of data mapping and transformation processes using Excel, facilitating accurate and efficient data exchange between Citi's Customer Management Repository and external vendor APIs.
* Utilized JIRA and confluence for project management, defect tracking and business process documentation, ensuring timely identification and resolution of issues, and maintaining project timelines.

**Company: DPC DATA Inc.**  **January 2014 – May 2022**

**Role: Senior Business Analyst**

**Key Responsibilities:**

* Conducted extensive stakeholder interviews and requirement workshops to gather Securities Reference Data requirements for Municipals products.
* Analyzed and documented Product Taxonomy product rules, Exceptions, BAU processes leading to a 30% increase in operational efficiency.
* Analyzed data from data lake using SQL to perform Root Cause Analysis of the Muni securities missing Product Codes.
* Designed and executed data queries and ad-hoc IA Exception reports which resulted in improving the overall coverage by 90%.
* Collaborated with development teams to translate Municipal Product code requirements into technical specifications leading to a 25% reduction in development time and a 15% decrease in post-implementation defects.
* Assisted in Product Taxonomy release scoping, estimating, and prioritization to ensure requirements are delivered within time, resulting in a 10% increase in project success rate.
* Collaborated with stakeholders from Local market Risks, Global Risk Analytics, Quants, Enterprise Market Risk department and assisted them in providing inputs to Municipal Product Taxonomy Code and reference data Changes.

**ACADEMIC QUALIFICATIONS:**

* Bachelor of Arts in Economics from Rutgers, The State University of New Jersey.

**CERTIFICATIONS:**

* Certified Scrum Master (CSM) from Scrum Alliance Inc.