

Rishika Katna

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Portfolio: rishika.BA/portfolio

Professional Summary

Business Analyst with experience in requirements documentation, process modeling, and operational analytics. Skilled in translating business problems into structured BRDs, KPI frameworks, and data-driven insights using SQL, Excel, and Power BI. Strong collaborator experienced in stakeholder alignment, SLA monitoring, and performance optimization.

Education

University of South Florida, Tampa

Master's degree in Artificial Intelligence and Business Analytics **GPA: 3.8**

Gokaraju Rangaraju Institute of Engineering and Technology, Hyderabad

Bachelor's degree in Computer Science and Engineering **GPA: 3.6**

Skills

Business Analysis & Strategy

Requirements Management · Stakeholder Engagement · Process Optimization · Functional Documentation · Impact & Gap Analysis · Prioritization Frameworks

Data & Decision Support

SQL · Python · R · Excel · Business Intelligence (Tableau, Power BI, Qlik Sense) · KPI Development · Trend Analysis

Systems & Tools

API & Integration Concepts · Data Modeling Fundamentals · Agile Delivery · System Analysis · Git · Jira · Confluence · MS Project · Figma

Experience

AV Tech Intern | IT Operations & Process Analyst

University of South Florida – Information Technology Services | Tampa

May 2025 — Present

- Elicit and translate 25+ weekly technical issues into structured functional requirements and actionable Jira tickets, improving resolution efficiency for IT teams.
- Analyze operational data across 50+ classrooms and develop Power BI dashboards tracking SLA adherence and recurring incidents (~15% reduction).
- Collaborate cross-functionally to prioritize incidents and ensure operational readiness for campus classrooms and events.

Student Worker | Operations Analyst (Workforce & Reporting)

Aramark | Tampa

Aug 2024 — May 2025

- Analyzed ~\$75K monthly sales and transfer data using Excel and VBA to build performance dashboards and identify revenue trends.
- Processed 500+ weekly transactions, supporting P&L monitoring and financial accuracy in collaboration with accounting.
- Transformed high-volume operational data using Python and enterprise systems (Oracle, AWS, Grubhub) to support cost optimization initiatives.

Program Analyst – Skill Development Cell

GRIET | Hyderabad

Feb 2022 — May 2024

- Captured business requirements and conducted stakeholder analysis for 3+ industry certification initiatives.
- Analyzed engagement data for 250+ participants, contributing to ~20% increase in program enrollment.

Projects

E-Commerce Order & Delivery Tracking System | Business Analysis & SQL Analytics

- Authored BRD defining delivery transparency issues (30%+ increase in tracking-related support tickets) and modeled end-to-end order lifecycle using use cases, BPMN, and decision tables to define MVP scope and business rules.
- Designed normalized MySQL schema and generated 5,000+ synthetic transactions to simulate order, payment, shipment, and notification workflows.
- Built SQL analytics views and Excel dashboard to track KPIs (96%+ payment success, 98%+ on-time delivery) and identified a 60+ hour delivery-stage bottleneck to support data-driven operational improvements.

Olist E-Commerce Performance Dashboard | Power BI

- Authored BRD and FRD to define executive KPIs (Orders, GMV, Delivery SLA, Customer Reviews) and stakeholder drill-down requirements across region, category, seller, and timeline dimensions.
- Designed multi-page interactive Power BI solution (Executive Overview, SLA & Delivery, Reviews & Ratings, Geo & Category Analysis) with governed KPI calculations and dynamic cross-filtering.
- Enabled rapid identification of delay hotspots, low-rated categories, and underperforming sellers, supporting data-driven operational and CX improvement decisions.

Workforce Productivity & Wellbeing Analytics | Tableau

- Consolidated multi-source global economic and workforce datasets to evaluate relationships between work hours, income inequality, productivity, and mental health across 100+ countries.
- Designed executive-ready interactive dashboards with geographic benchmarking, trend analysis, and correlation modeling to support strategic workforce insights.
- Identified income inequality and extended working hours as key drivers impacting mental health indicators, enabling data-backed policy and performance recommendations.