

# Rishika Katna

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Portfolio: [rishika.BA/portfolio](http://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.

