RITIKA NAMDEO
Business Analyst

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SUMMARY

Business Analyst with **6+ years of experience** in **data analytics, AI/ML-driven insights, requirements analysis**, and **process improvement** across logistics, technology, and consulting environments. Experienced in **BRD, FRD, SRS, SQL, BI reporting, UAT execution, Agile delivery**, and **predictive analytics**. Skilled at collaborating with business, technology, and compliance stakeholders to deliver **operational KPIs, audit-ready documentation**, and **AI-assisted decision support**. Adept at translating **complex datasets** and **machine learning outputs** into actionable business strategies.

TECHNICAL SKILLS

- **Business Analysis & Documentation:** BRD, FRD, SRS, User Stories, Use Cases, Process Flow Diagrams, BPMN 2.0, UML, Gap Analysis, Stakeholder Workshops
- **Agile & Project Management Tools:** JIRA, Confluence, Azure DevOps, Rally, Trello, ServiceNow, MS Project, Scrum, Kanban, Waterfall SDLC
- **SQL & Databases:** SQL (Joins, Aggregations, DDL/DML), Microsoft SQL Server, Oracle DB, PostgreSQL, MySQL, Google BigQuery, Snowflake
- **Data Analysis & Visualization:** Excel (Pivot Tables, VLOOKUP, INDEX-MATCH, Macros), Power BI (DAX, Power Query), Tableau, Looker, Qlik Sense
- **ETL & Data Wrangling:** Alteryx, Power Query, Informatica, Talend, Python (Pandas, NumPy), Data Quality Checks
- **Statistical & Analytical Methods:** Exploratory Data Analysis (EDA), KPI Design, A/B Testing, Hypothesis Testing, Correlation & Regression, ANOVA, Forecasting, Predictive Modeling
- **AI/ML & Advanced Analytics:** Feature Engineering, Supervised/Unsupervised Learning, Regression & Classification, Clustering, Model Validation, Generative AI Concepts, Databricks, Azure ML
- **Cloud Platforms & Integration:** AWS (S3, Glue, QuickSight, Lambda), Azure (Data Factory, Synapse, Databricks), Google Cloud (BigQuery), REST/SOAP APIs, eBonding, GitHub
- **Testing & QA:** User Acceptance Testing (UAT), Regression Testing, Test Case Documentation, Defect Tracking, Traceability Matrix, Root Cause Analysis (RCA)
- **Collaboration & Productivity Tools:** Microsoft Office Suite, Visio, SharePoint, Slack, Microsoft Teams

PROFESSIONAL EXPERIENCE

FedEx | USA   **Jun 2025 - Aug 2025**
Data Analyst

- Reviewed **delivery and route-level datasets** to support monitoring of 14 active routes per shift, assisting operations leads during live execution.
- Assessed **Oracle ERP financial records** across 5 departments, contributing inputs toward **$6M capital allocation reviews**.
- Queried **180K+ daily shipment records** using **PostgreSQL and SQL Server**, supporting operational reporting across 2 distribution hubs.
- Cross-checked reporting outputs using **Python (pandas) and Excel Power Query**, correcting 96 data variances prior to stakeholder circulation.
- Outlined delivery performance **KPIs** and completed **time-series EDA**, isolating 11 delay contributors reviewed in weekly operational forums.
- Reorganized recurring reports through **SQL views** and **Excel templates**, shortening ad-hoc request fulfillment by 70%
- Administered **UAT cycles** in **ServiceNow**, documenting and resolving 38 production-impacting defects.
- Coordinated with **operations, IT, and leadership stakeholders** to align definitions and reporting logic across 9 teams.
- Authored **process notes, assumptions, and SOP references** in **Confluence** for audit-ready access.

Dell Technology | India   **Sep 2020 - Jul 2023**
Business Analyst

- Facilitated **stakeholder interviews** and **requirement workshops** to assemble **BRDs, FRDs, SRS, Use Cases**, and process flows, documenting 41 functional and non-functional requirements for a global analytics program.
- Structured **User Stories, Acceptance Criteria**, and **Traceability Matrices** in **JIRA and Confluence**, maintaining delivery continuity across 16 Scrum sprints without spillover.
- Compiled **Snowflake-based analytical datasets** using **SQL joins and aggregations**, supporting 29 operational KPIs consumed by finance, operations, and leadership teams.
- Prepared **Power BI dashboards** using **DAX calculations** and **Power Query transformations**, supporting quarterly performance reviews and planning discussions.
- Aligned **Azure Data Factory and Databricks pipelines** across 6 upstream systems, enabling scheduled ingestion and standardized reporting refresh cycles.
- Directed **UAT planning, execution, and regression validation** in **Azure DevOps**, documenting and closing 186 defects prior to release approvals.

- Mapped **current-state and future-state workflows** using process flow diagrams and gap analysis, removing 9 manual reporting dependencies across operational teams.
- Partnered with **product owners, engineers, QA teams**, and leadership, supporting delivery coordination, release readiness, and onboarding of 3 junior analysts.
- Collaborated with analytics teams to define **AI/ML use cases** for **predictive KPI analysis** and operational optimization.
- Assisted in **feature engineering, model validation, and integration of AI/ML outputs** into dashboards for stakeholder review.

KPMG | India   **Apr 2018 - Sep 2020**
Data Analyst
- Produced **SQL-based analytical outputs** using **SQL Server and Oracle DB**, supporting 34 audit and advisory engagements per year across regulated industries.
- Applied **EDA, correlation analysis, regression models, and A/B testing** in Python, identifying 52 financial and operational risk indicators used during audit planning.
- Developed **Tableau, Qlik Sense, and Excel dashboards** for 12 client portfolios, supporting compliance reporting and executive review cycles.
- Replaced manual preparation through **Alteryx workflows, Power Query transformations**, and **Python scripts**, removing 190 analyst hours per quarter.
- Maintained **data validation rules, reconciliations, and audit trails**, supporting 14 **SOX-aligned submissions** without post-review corrections.
- Applied **predictive analytics and ML techniques** to identify financial anomalies and operational risk patterns, supporting data-driven audit planning.

KPMG | India   **Jun 2017 - Mar 2018**
Data Analyst Intern
- Prepared **analysis-ready datasets** using **Excel Power Query, VBA Macros, and SQL**, supporting audit testing across multiple engagements.
- Performed **EDA and variance checks** on historical financial datasets, supporting early-stage forecasting and review discussions.
- Created **Excel-based reporting views** using Pivot Tables and lookup functions, enabling traceability back to source records.
- Maintained **version-controlled analytics files** in GitHub, enabling collaboration across 4 parallel client workstreams.
- Assisted in **basic predictive trend assessment** on historical datasets, supporting forecasting discussions.

PROJECTS

Predictive Operations Intelligence
- Designed an end-to-end analytical framework combining **SQL, Python, and ML techniques** to predict operational delays and performance risks.
- Performed **feature engineering and EDA** to identify high-impact variables affecting delivery timelines and route efficiency.
- Built and evaluated **regression and forecasting models**, supporting proactive operational planning.
- Visualized model outputs using **Tableau dashboards**, enabling business-friendly interpretation of AI-driven insights.
- Documented **model assumptions, KPIs**, and validation results to ensure repeatable, audit-ready analysis.

AI-Enabled Sales & Performance Analytics
- Integrated **multi-source enterprise data** to support predictive performance analysis and KPI monitoring.
- Applied **statistical modeling and ML techniques** to forecast revenue movement and conversion behavior.
- Developed **Power BI dashboards** combining historical metrics with predictive indicators for executive decision support.
- Authored **governance documentation** covering AI logic, KPI definitions, and usage guidelines.

EDUCATION

The University of Texas at Dallas, Texas, USA   **Aug 2024 - Dec 2025**
Master of Science, Business Analytics & Artificial Intelligence, JSOM Dean's Excellence Scholarship

CSVTU, Chhattisgarh, India   **Jun 2012 - May 2016**
Bachelor In Engineering

CERTIFICATION
- **Fundamentals of Generative AI – Databricks**
- **Google Analytics Certification (GA4) – Google**
- **SAP S/4HANA – Credly**