

# BHAKTI PARMAR

Pasadena, CA

Email me on Indeed: <http://www.indeed.com/r/BHAKTI-PARMAR/afcd298d13fb5609>

- Driven and results-oriented professional with a proven track record of delivering exceptional outcomes through strategic planning, efficient execution, and effective collaboration with cross-functional teams
- 7+ years of experience in technology operations, project lifecycle, systems acquisition, and disaster recovery
- 6+ years of experience in creating ad-hoc and compiled SQL queries for development and testing in SQL
- Business Intelligence reporting skills using Tableau, Crystal Reports, SSRS, and Excel

## Work Experience

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### **Business Analyst**

California State University - Los Angeles

April 2022 to January 2023

- Championed the optimization of process flow for the UGS website by skillfully eliciting requirements from various departments, resulting in a seamless user experience and a 20% increase in website traffic
- Collaborated with different departments to gather and analyze requirements for new reports and dashboards
- Developed and maintained documentation for data analysis procedures and report templates, improving team efficiency and ensuring consistency in reporting across departments

### **Business Systems Analyst**

Infosys Limited - Pune, Maharashtra

April 2015 to July 2020

- Led cross-functional teams to deliver new products and improvements from requirements to deployment, meeting customer needs and achieving business goals
- Developed performance monitoring charts in Tableau identifying the most critical issues and causes of job failures, which led to prioritizing issues and a 15% reduction in job failures, reducing downtime and improving product reliability
- Conduct detailed data analysis using client internal BI tools to support customer requests for trade reconciliations which included joining of multiple data sources
- Collaborated with multiple cross-functional teams and stakeholders to ensure meeting SLAs and delivery and provide root cause analysis ensuring year-to-year CIS are reduced by 10%
- Led business requirements gathering, documented system and architecture models, and mapped application scope using JIRA tickets for effective project management
- Ensured 100% compliance with client policies through the use of APT, ASM, security management, and software licenses

### **Product Developer**

Guj Info Petro Limited - Gandhinagar

March 2010 to March 2015

- Successfully delivered 6+ web applications within tight deadlines by managing and leading a team of 4 developers
- Improved efficiency of data analysis and reporting by 30% through creating ad-hoc SQL queries and streamlined reporting using SQL procedures, Crystal Reports, SSRS, and SQL pivot and group-by functions
- Developed and maintained quality procedures documentation adhering to new regulations, resulting in a 100% compliance rate with business rules
- Successfully executed the development of 5+ new products by preparing a roadmap that included database design and providing effective solutions for roadblocks

## Education

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### **Master of Science in Information Systems**

California State University - Los Angeles, CA, US

August 2021 to Present

### **Bachelor of Engineering in Computer Engineering**

Gujarat University - Gandhinagar, Gujarat

August 2005 to June 2009

## Skills

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- Sprint planning
- Advanced Excel (Pivot tables, conditions)
- Tableau
- Excel
- Python
- Certifications: Tableau Desktop Specialist, AWS Cloud Practitioner, Scrum Master, LinkedIn Python Essentials for Data Sci.
- Crystal Reports
- Visio
- Confluence
- Database: MS SQL 2008, Oracle, MS Access
- SDLC
- Powerpoint
- Lucid Charts
- Word
- JIRA
- SSIS
- SSRS
- R
- Agile

- Business Analysis
- Requirements Gathering
- Test Cases
- ASP.NET
- Git (2 years)

## Certifications and Licenses

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**AWS Certified Cloud Practitioner - Foundational**

**Certified Scrum Master**

**Tableau Desktop Specialist**

**ICCP**