

# Nipun Gupta

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Business Analyst with 5 years of experience in

- Leading and delivering 10+ projects in Agile methodology using JIRA
- Identifying KPIs to track key metrics and drive data-driven decision making
- Requirement gathering, maintaining the product backlog, writing user stories, conducting sprint planning sessions

## WORK EXPERIENCE

### Business Analyst

**CHUBB**, Jersey City, NJ

Mar 2020 – Present

- Saved \$2,000,000 in development cost by redesigning the product development and implementation, promoting code reusability, thereby increasing the speed to market by one year.
- Established a center of excellence to reduce vendor dependencies and improved turnaround time by 9%.
- Collaborated with stakeholders in finance, claims, reinsurance to influence priorities and drive alignment of 8 financial lines products in the domain of Fidelity.
- Improved productivity by 80% by building two tools to automate manual efforts and save time.
- Mitigated risk to project timelines by building a Power BI dashboard to track and improve vendor performance by 20%.
- Proactively identified customer experience quality metrics by analyzing trends in server crashes to enhance operational efficiency by 5%.

### Business Analyst Intern

**KPMG**, Montvale, NJ

Jun 2019 – Aug 2019

- Coordinated as a key liaison between the stakeholders and developers to implement Agile techniques to streamline product metrics on a single platform developed using Power BI.
- Designed a BI product to assist the Directors to analyze 220 global project performances, reducing their manual effort by 10%.
- Executed business intelligence and data warehousing to store extracted information from Clarizen and Azure DevOps using APIs. Created high-level design, maintained product backlog to facilitate efficient product development.
- Performed data manipulations (ETL) and modeling in SQL, data analysis, and forecasting to build a dashboard in Power BI to display KPIs to evaluate vendor performance.
- Analyzed project performance metrics such as cycle time, burndown, bugs in QA/UAT to revitalize scope by 15%.

### Business Analyst Intern

**MOHAN Foundation**, Mumbai, India

Nov 2017 – Aug 2018

- Led the project to improve data management and build a dashboard in Tableau to help the members of this organization access hospital information that was located nearest to the caller in less than 1 minute.
- Visualized the organ donation data in India to determine how to increase awareness and impact on the public.

### Business Analyst

**AIG**, Bangalore, India

Jun 2014 – Mar 2017

- Led a team of 3 members to develop dashboards for the HR department, in Tableau, to generate insights on employee data, helping the business reduce the attrition rate by 4%.
- Worked closely with the production support team to quantify and visualize ticket resolution data, resulting in the revision of the SLAs by the stakeholders. This increased the ticket resolution rate by 12%.
- Worked single-handedly on the DMM (Data Maturity Management) project to identify the maturity of the data within the organization and showcase the month-on-month updates, in Tableau, and project risk to vertical heads.
- Led a team of 3 members in the Americas Sales Project, to analyze the performance of AIG across various Business Units and geographical locations. A few of my dashboards can be found here: <https://www.behance.net/nipung>

## EDUCATION

**Stevens Institute of Technology**, Hoboken, NJ

Dec 2019

Master of Science in Business Intelligence and Analytics

GPA: 3.96 / 4

**Certifications:** Python for Data Science and Machine Learning (Udemy), Advanced Excel (LinkedIn)

**VIT University**, Vellore, Tamil Nadu, India

May 2014

Bachelor of Technology in Computer Science

GPA: 7.91 / 10

## SKILLS

### Tools:

JIRA, Tableau, Power BI, QlikView, Excel, Spyder, Jupyter Notebooks, Salesforce, Azure DevOps, Visio, Fortify on Demand, Clarizen, SonarQube, Kibana

### Functional Skills:

Agile, Scrum, Azure DevOps, Process Workflow, Product Backlog, User Stories, Sprint Planning, Requirement Gathering, Prototyping, Data Management and Modeling, ETL, QA, UAT