

Tushar Soni

Business Analyst (Team Lead)



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SUMMARY:

Strategic IT Business Analyst with expertise in leveraging data and business analysis to drive informed business decisions and align technology initiatives with organizational objectives. Skilled in stakeholder collaboration and delivering impactful, forward-thinking solutions. Proficient in gathering requirements, translating business needs into actionable strategies, and implementing solutions that foster growth and efficiency.

SKILLS:

- **Technical Skills** - Business Process Modeling (BPMN, UML), Requirement Gathering & Analysis (JAD, RAD), Data Analysis & Visualization (Excel, Power BI), Database Management (SQL, MySQL, Oracle, PostgreSQL), Software Development Life Cycle (SDLC), Software Testing Life Cycle (STLC), Agile Methodology (Scrum), System Analysis and Design, API Integration and Testing.
- **Analytical Skills** - Gap Analysis, SWOT Analysis, Cost-Benefit Analysis, Risk Assessment and Management, Benchmarking, KPI Development and Tracking, Root Cause Analysis.
- **Soft Skills:** Strong Communication and Interpersonal Skills, Team Collaboration and Leadership, Critical Thinking and Problem-Solving, Negotiation and Conflict Resolution, Adaptability and Time Management, Decision-Making Under Pressure.
- **Industry Knowledge:** IT Infrastructure and Networking, Cloud Platforms (AWS, Azure), E-commerce Platforms.
- **Tools & Technologies:** Jira, Microsoft Office Suite (Excel, Word, PowerPoint), Business Intelligence Tools (Power BI), Wireframing Tools (Figma), Testing Tools (Postman, ARC), Collaboration Tools (Microsoft Teams, Zoom).
- **Project Management Skills:** Stakeholder Management, Change Management, Project Planning and Scheduling (Jira, Trello), Risk Mitigation Strategies, Budgeting and Resource Allocation, Deliverable Documentation and Reporting, User Acceptance Testing (UAT).

EXPERIENCE:

Business Analyst (Team Lead) - ANR Software Private Limited (Altametrics), Noida (U.P)
September 2022 – Present

Client: McDonalds (U.S.A.)

I am currently working as a Business Analyst (Team Lead) in ANR Software Private Limited (**Sister Concern of Altametrics Inc. (USA)**), specializing in providing web-based enterprise solutions to the Restaurant and Retail industries in the United States.

- Working on Building the eRestaurant Product and Mobile Apps exploring and implementing innovative ideas to enhance the user interface (UI) and features, Artificial Intelligence and Machine Learning Models.
- Leading a team to deliver IT solutions and process improvements for McDonald's USA, aligning with business goals and client requirements.
- Conducting comprehensive business analysis to identify pain points, propose innovative solutions, and streamline workflows.
- Collaborating with stakeholders to gather requirements, create detailed documentation, and translate business needs into actionable IT strategies.
- Managing end-to-end project lifecycles, including planning, execution, testing, and delivery, ensuring timely and quality outcomes.
- Overseeing system enhancements, troubleshooting, and providing support to corporate teams and franchisees, ensuring seamless operations.
- Driving team productivity by mentoring, setting clear objectives, and fostering a collaborative environment.

Senior Product Analyst – Vinculum Solutions, Noida (U.P)
May 2022 – July 2022

Client: Bata, Amazon, Myntra, Fossil, Ajio, Flipkart

I worked as a Senior Product Analyst at Vinculum Solutions Private Limited. It is a Global Software Company enabling Omnichannel Retailing and helping brands and retailers to easily scale, reach, and delight customers across channels globally.

- Managed the Catalog Management System (CMS) to list products on various marketplaces, including Flipkart, Myntra, and AJIO.
- Created API integration documentation based on marketplace-specific requirements to streamline product listing processes.
- Oversaw product listing, resolved technical issues, and collaborated with the technical team to implement new features and requirements.
- Engaged with clients to gather and understand new business requirements, preparing Business Requirement Documents (BRD) and Change Request Documents (CRD) for client approval.
- Conducted daily stand-up meetings with the technical team to review progress, assign tasks via tools like JIRA and Click Up, and track deliverables.
- Coordinated with the deployment team to ensure successful product releases and collaborated with developers to address issues and implement new functionalities effectively.

Product Analyst - ANR Software Private Limited (Altametrics), Noida (U.P)
January 2020 – April 2022

Client: McDonalds (U.SA.)

I worked as a Product Analyst at ANR Software Private Limited and worked on enhancing the product and providing support to the Corporate and Franchisee to **McDonalds USA**.

- Enhanced product functionality and usability to align with the operational needs of McDonald's USA Corporate and Franchisee stakeholders.
- Provided comprehensive support to corporate teams and franchisees, ensuring seamless product performance and issue resolution.
- Collaborated with cross-functional teams to identify improvement opportunities, gather requirements, and implement innovative solutions.
- Played a key role in maintaining product quality, improving user satisfaction, and driving operational efficiency.

PROJECTS:

ANR Software Private Limited (Altametrics)

- **Machine Learning & Artificial Intelligence Projects.**
 - **Core Shift:** Developed a machine learning model that analyzes previous weeks' employee schedules created by managers to automatically generate optimized schedules for upcoming weeks.
 - **Auto Skill Upgrade:** Designed an AI-based solution that evaluates employees' scheduled hours and recommends skill level upgrades to managers based on scheduled hours on particular job codes.
 - **Position Guide:** Created a labor percentage model that schedules employees based on labor cost trends from previous weeks, added visual dashboards and graphs to analyze shifts, labor percentages, and weekly scheduling insights effectively
 - **Smart Clock:** AI-driven Face ID Smart clock, the most secure solution in industry.
- **eRestaurant New UI and Powerful Dashboards.**
 - **New UI Development:** Enhanced the eRestaurant product by redesigning user-friendly interfaces for key modules, including HR, Timekeeping, Labor, Payroll, and Scheduling. Introduced a new **Dashboard** tab in each module, featuring interactive graphs to provide business insights and support cost-saving strategies.
 - **Time Loss and Labor Dashboard:** Developed an advanced dashboard tool capable of identifying inefficiencies, resulting in potential savings of up to \$1,000 per week.
- **Mobile Applications.**
 - Improved mobile applications such as Altametrics DAR, Schedule, and Clock by integrating new features based on user feedback and introducing additional functionalities aimed at boosting business productivity.
- **Support.**
 - **Collaboration with Support Team:** Worked closely with the Support Team to ensure timely resolution of all Production and QA issues, maintaining smooth operations and system performance.

- **Support to McDonald's Franchisees and Corporate:** Provided ongoing support to McDonald's Franchisees and Corporate teams to address and resolve Production and QA issues, ensuring uninterrupted business operations.

Vinculum Solutions Private Limited

- **Catalog Management System (CMS) - Revalsys and Fossil Integration**

- Developed an API integration to enable seamless communication between the Fossil system and Revalsys, enhancing data flow and system connectivity.
- Worked on the **Vin Lister Tool**, automating the listing of SKUs for multiple clients across various eCommerce marketplaces
- Reduced catalog errors by 30%, improving data consistency and significantly enhancing customer experience and operational efficiency.

EDUCATION:

Bachelor of Technology, Amity University, Noida (U.P.) | B. Tech in CSE | 2016 - 2020

Intermediate (12th), Children's Academy, Alwar | PCM | 2015

High School (10th), National Academy, Alwar | 2013

CERTIFICATIONS:

- **Project Management**, Oxford Home Study Centre OHSC | Nov2024
- **Project Management Short Course**, Oxford Home Study Centre OHSC | Nov2024
- **Employee of the Month**, ANR Software's Pvt. Ltd. | May 2023
- **Advanced Google Analytics**, Google | Jan 2022
- **Google Analytics for Beginners**, Google | Jan 2022