**Charith Chowta**

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**Senior-Level Business Analyst**

Results-oriented software developer and business analyst experienced in utilizing established and emerging technologies to create innovative solutions to complex business challenges. Expertise in streamlining and automating business processes to increase productivity and profitability. Demonstrated ability to lead enterprise wide end-to-end project life cycles on time and in budget.

Adept at working with teams and in independently driven roles while collaborating with senior leaders. Skilled translating technical information to non-technical individuals including project stakeholders and executives.

*Database Analysis & Development / Requirements Gathering / Database Design / Data Analysis*

*Agile & Waterfall Methodologies / SDLC / Test Development, Schedule & Execution*

*Troubleshooting & Issue Resolution / Salesforce Dashboards / Business Process Improvements*

**Professional Experience**

Katena Products, Parsippany, NJ (10/2018 – Present)

**Business Analyst**, **Salesforce CRM Administrator**

* Automated tasks by building Apex codes, Workflows, Process Builder and Flows reducing time required to manually enter processes creating substantial increases in productivity and accuracy. Upgraded manual excel processes with the design and execution of macros to automate data reporting.
* Implemented new applications in Salesforce including Maps to assist sales representatives in increasing efficiency, reduce travel time, and increase sales and customer satisfaction. Also perform maintenance by using event monitoring analytics.
* Utilize SQL data to create sales reports identifying sales in relation to quotas with pivot tables and charts to support continued growth and identify/address performance gaps. Use data to analyze financials and create actionable forecasts based on existing trends.
* Integrated Salesforce CRM with CSI ERP to allow systems to work in sync and provide critical business data to drive future-forward business decisions. Collaborated with senior leaders and projects stakeholders to define CRM and reporting system requirements to drive sales and meet financial goals.
* Converted Excel reports into Salesforce and Tableau Dashboards resulting in increased productivity for sales representatives by allowing for the viewing/analysis of reports through a single portal. Integrated Tableau within Salesforce using Visualforce page.
* Work with stakeholders to identify gaps and form recommendations to improve efficiency of systems and processes to support changing business needs and drive revenue growth.

Integra Life Science, Plainsboro, NJ (4/2018 – 10/2018)

**Data Analyst**

* Reduced reporting time and increased productivity by designing and executing macros to automate imported data into excel upgrading previously manual processes.
* Built Salesforce dashboards to assist Sales Representatives in visualizing data to facilitate real time use of numbers to drive business decisions and increase sales, customer satisfaction, and profitability.
* Successfully upgraded processes of report building in Excel by utilizing Cognos to generate business reports resulting in increased productivity and faster report processing times.
* Performed data manipulation, transformation, and cleansing to ensure accuracy and consistency. Reconciled discrepancies and removed conflicts to create precise data extracts and reports.

**Master’s Degree Candidate**, Rutgers Business School, NJ &

**Data Analyst Internship**, Hudson Data, New York, NY (2016 – 2018)

Tata Consultancy Services, Mumbai, India (3/2013 – 8/2016)

**Software Engineer –** Client: Canadian Imperial Bank of Commerce (CIBC)

* Collaborated with team members overseeing all aspects of database analysis and development including requirements gathering, design, testing, maintenance, issue resolution, bug fixing, and execution of unit test cases. Led team throughout project lifecycle from analysis phase to post-implementation support.
* Led meetings with senior leaders and project stakeholders to collect and analyze future-forward business requirements to create solutions designed to meet evolving business needs. Evaluated multiple solutions and created impact analysis documents to support data driven decision making while ensuring business objectives were met.
* Automated bank statement generation reports for client and solicitor for HPP products to increase productivity, accuracy, and profitability. Designed and developed new interface to data transfer from one application to another utilizing Message queues.
* Created migration system to transfer mortgage data from CIBC system to enterprise data hub (EDH). Queried large datasets from upstream systems and transformed the same to DB2. Optimized existing SQL queries to increase performance.

**Technical Proficiencies**

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| --- | --- |
| ***Programming:*** | PL/SQL, Python, SAS, R, VBA, Cobol |
| ***DBMS Package:*** | MySQL, DB2, SQL Server |
| ***Software:*** | Salesforce, CSI, Tableau, MS Office, Excel (Vlookup, Pivot Table, If Clause), IBM iSeries, Cognos, SAS, R Studio, GCP, Google BigQuery, Google Analytics |
| ***Methodology:*** | Waterfall, Agile |

**EDUCATION & credentials**

**Master of Information Technology and Analytics**

Rutgers Business School, Newark/New Brunswick, NJ, 2017

**Bachelor of Engineering in Electronics Engineering**

University of Mumbai, Mumbai, India, 2012

~~ Awards ~~

 Star of the Month– Tata Consultancy

On the Spot Award– Tata Consultancy

Best Process Improvement Project – Tata Consultancy

Salesforce Trailhead Ranger

~~ Certification ~~

Salesforce Certified Admin (ADM201)