**AVADHOOT LAD**

(469)-543-7028; avadhootlad@gmail.com; <https://www.linkedin.com/in/avadhoot-lad>

Accomplished Business Analyst with over 6 years of experience in achieving operational efficiency and increasing revenue through data analysis and process improvement. Adept in requirements gathering, analyzing business processes and project management activities. Advanced proficiency in preparing reports and solving complex business problems using Excel, SQL, and Tableau.

**EDUCATION**

**The University of Texas at Dallas** May 2018

*M.S., Management of Information Systems (Dean’s Excellence Scholarship)* **GPA: 3.85**

**University of Mumbai, India** July 2013

*B.S., Electronics and Communications* **GPA: 3.8**

**BUSINESS EXPERIENCE**

**ADT Security Services,** *USA* Jun 2017 - Present

*IT Business Analyst (Jun 2018 - Present) Dallas, TX*

* Led sprint meetings to facilitate team with potential challenges and ensured on time delivery of sprint backlog items
* Performed Gap analysis to check the compatibility of the existing system infrastructure with the new business requirements
* Derived insights by analyzing captured GA events post MVP release to enhance user experience for ADT’s customers
* Performed Forecasting analysis, developed KPI’s and created Interactive Tableau dashboards by blending\joining data from multiple data sources to optimize the performance of Customer Care Team

*Business Analyst Intern (Jun 2017 - May 2018) Boca Raton, FL*

* Improved performance of CRM system by streamlining requirements and automating the manual efforts of entering data into the Mastermind application, resulted in average saving of 2 minutes per sales call
* Performed cost\benefit analysis to find optimum business solution in support of business case, reducing project cost by 15%
* Analyzed budget estimates and collaborated with project manager to develop project plans, allocate resources, tracking progress and updating project schedule accordingly using MS Project
* Conducted requirement elicitation sessions with project stakeholders and created efficient Business Requirement Documents

**Tata Consultancy Services,** *Mumbai, India* Dec 2013 - July 2016

*Business Analyst - Lead* (Aug 2015 - July 2016)

* Analyzed client requirements and developed a customized access management and e-commerce application on ServiceNow, resulting in increased customer satisfaction and helping to close 95% of incidents within SLA period
* Collaborated with TCS corporate team in driving cost-reduction initiatives that resulted in saving $4.5 million dollars
* Trained offshore team of 45 members on Lean Six Sigma, Agile and ITIL standards, increasing team performance by 60%
* Streamlined vendor’s financial reports by developing interactive dashboards and visualizations using Tableau
* Led and managed a team of 7 members, chaired weekly team meetings, managed client queries and mentored new staff
* Awarded Star of the Quarter (Q3-2014) (TCS) and Best Team of the Quarter-Team Lead (Q1-2016) (TCS)

*Software Analyst*(Dec 2013 - July 2015)

* Streamlined Daily Dashboard and Monthly reports using Advanced Excel and Tableau; saving 5 hours of daily manual activity, increased client productivity by 20% and helped company in winning RFP bid for upstream projects
* Analyzed and improved performance of existing business processes by automating them using SharePoint workflows
* Performed ad-hoc data analysis for client to interpret patterns in complex data sets and improved decision-making process
* Led cross organizational knowledge transfer activities for 3 SharePoint projects and build company’s knowledge base
* Build ad-hoc SQL queries to extract and manipulate data from data warehouses for reporting

**TECHNICAL SKILLS**

Tools: MS Project, JIRA, Confluence, MS Visio, Trello, Balsamiq, Axure, HP ALM, ERwin

Databases: MS SQL Server, MySQL, MS Access, Oracle SQL Developer

Analysis Tools: Advanced Excel, Tableau, Power BI, Qlikview, Lumira, SAP BO, SAS Enterprise Miner, Google Analytics

Certifications: ITIL, Agile, Project Management, Business Analyst, Lean Six Sigma, ITSM, SharePoint, Tableau for Data Science, Operations Management, Identity Access Management

**ACADEMIC PROJECTS**

***Business Data Analytics -*** *Consumer Market Data Analysis for Amazon.com* Jan 2017 – May 2017

* Performed predictive analysis using SAS Enterprise Miner and generated valuable insights to increase profits by 23%
* Analyzed data using PCA, Market Basket Analysis, Clustering, Data Mining, Text Mining, Regression and Decision Tree models