dhruvak0486@gmail.com **DHRUVAK SHAH** LinkedIn
(M) +1(510)-766-9304 **Business Data Analyst**

EDUCATION

Master of Business Administration | Northwestern Polytechnic University, Fremont, CA, USA | August 2016 **Master of Professional Accounting & Finance** | Edith Cowan University, Perth, WA, Australia | Feb 2010 **Bachelor of Commerce** | Gujarat University | Ahmedabad, India | June 2007

Skills Strong & Experienced: SQL | Tableau | Google Dashboard & Analytics | Domo | MicroStrategy | Incorta | MS Visio | UAT | Requirement Gathering & Elicitation | Microsoft & Google Suite | Data Analysis & Visualitions| User Stories | JIRA | Operations | Agile Scrum & Waterfall | Product Management

WORK EXPERIENCE

Business System Analyst - Pursuit Software Inc (Milpitas, CA)   **Oct 2019 – March 2020**
- Lead project for analyzing and developing new process for using new BI tools to eliminate ETL and database development
- Define KPIS for SFDC team to identify the opportunities and designed visualization dashboard for business core metrics.
- Designed entity relationship diagrams in Visio to understand the SFDC database
- Created projects documentation on the recommendation and specification of the owner and ensure that specifications are met

Multichannel Business Analyst - Walmart Media Group (San Mateo, CA)   **July 2019 – Sept 2019**
Support and enable improvement in day to day operations through partnering with WMG
- Enabling organization change by driving revenue and business planning management
- Created Org chart from scratch in Visio by partnering with HR team and designed business process diagrams to do gap analysis
- Suggested and coordinated product enhancements to improve user experience with engineering team
- Liaise with the marketing department to ensure proper positioning of new and co-related products

Product Operations Analyst - Google Inc (Via Adecco) (Mountain View, CA)   **Jan 2018 – June 2019**
Developing & Tracking Metrics for Shopping Platform to track and improve customer experience
- Own the Salvage Rate metric and traced root cause for drops in SR on daily basis
- Performing daily and weekly data analysis to scope SR shortcomings such as Inventory, Operations and System
- Collaborate with SME and operations to develop data driven policies to improve the system efficiency, fill rate and customer experience

Business Analyst - Visa Inc (Foster City, CA)   **Nov 2016 – Oct 2017**
Enhancing client facing self-data analytics tool
- Monitor and revise process maps, business requirements, business rules, use cases, user acceptance test plans,
- Designed business operations diagrams in Visio to understand market segmentation in different regions.
- Worked with Product Support team to resolve production data issues and plan workflow throughout UAT testing
- Coordinated and conduct testing strategies with development and support team & prioritized backlog
- Worked closely with Analytics and Data Products, and Technology in the definition, testing, and implementation functional requirements.
- Managed the product by working closely with stakeholders and end clients from end to end.
- Create product training and documentation materials in support of the implementation and rollout
- Provides scheduled and ad hoc reporting to the VVO Product Manager and Director for conversion status

Business Analyst - SNL Financial Pvt. Ltd (Ahmedabad, India)   **May 2012 - July 2014**
Enhancing database management tool of insurance industry
- Worked with testing team, wrote test cases and scenarios and performed UAT for making sure to meet the deliverables and assisted Scrum meetings.
- Gather and analyze requirements on proposed and current product functionality from lead users and customers to conduct gap analysis.
- Lead and trained 11 college interns and delivered 400,000 plus ISPF documents to clients and analyzed the Scope of the Requirements