PRATIK CHAVAN
Business System Analyst
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Dallas, Texas

PROFESSIONAL SUMMARY

I am a solution-driven Business System Analyst with 7 year of industry experience in supporting business solutions and analyzing business operations and procedures. Currently working with cross-functional teams in the development, documentation and delivery of process innovations to drive the attainment of business goals.

Constantly looking for a challenging environment where I can apply my diverse skill set to evaluate requirements, develop, implement and test the complex data integration solutions between different applications and platforms to draw consumer insights and create compelling consumer services and experiences. Aspiring to bridge the gap between the managerial body and the Technical team.

Salesforce, Dallas, TX   **April'20 – Present**
Role: Business System Analyst

- Working closely with internal stakeholders to gather Functional and Non-Functional requirements for the Enterprise Govern, Risk, and Compliance (GRC) domain.
- Generating Business Requirement Documents (BRD), Functional Specification Design Documents (FSD), and Functional Requirements Documents (FRD) and translating the requirements into User Stories for Scrum.
- Working on converting data into actionable business insights.
- Using SQL to analyze data and perform specific data queries.
- Collecting and analyzing complex and large columns of data, providing technical expertise on data modeling.
- Identifying gaps to analyze the business requirements and would be the state of the business.
- Mapping the applications Service-level agreement and Operation-level agreement (SLA/OLA) requirements to ensure the successful delivery of the project.
- Leading meetings with the development team to review the Functional Specification & Design system.
- Analyzed data integration between source and target systems, and analyzed the impact associated with each other.
- Supporting system analysts in managing a software development projects, providing detailed guidelines to the software developer.
- Understanding the context of internal stakeholders to suitable structure solution implementation.
- Reviewing and obtaining sign off deliverables.
- Managing deadline for functional deliverables.
- Analyzing the number of data sets for any truncation with respect to the field type and field length.
- Creating test cases based on the knowledge of the application.
- Developed Process Flow Diagrams/Activity Diagrams, Sequence diagrams, Test cases, Use cases, and performed Functionality testing & Regression testing.

Capgemini USA, Dallas, TX   **Aug'19-April'20**
Role: Business System Analyst

- Engaged with the cross-functional teams at different levels to understand business needs, analyze, document, evaluate and prioritize the requirements, and made recommendations on the solution and implementation.
- Drove, developed and maintained numerous project deliverables that support the program, including functional and non-functional specifications, data mapping/transformations solution design, process diagram, acceptance criteria, user acceptance testing, and other project artifacts.
- Worked effectively with the technical/development team and helped them understand the specifications/requirements for development, testing, and implementation.
- Identified test scenarios, created test cases, and executed testing in support of system and User Acceptance Testing (UAT).
- Worked with various business domains and solution teams to evaluate how to best leverage integration to meet evolving business requirements and information needs.
- Ensured developed solutions promotes simplicity, efficiency, and conform to enterprise and architecture standards and guidelines.
- Provided functional leadership during technology enhancements, upgrades, implementations. Worked successfully as a liaison with various internal business/technical partners.
- Participated in an agile scrum team, write/enhance/research user stories, and be responsible as a business lead and central subject matter expert.
- Lead, guide, and support team members, and help streamline work processes to improve efficiency and consistency.
- Execution of end to end testing, User acceptance testing, and worked successfully with the stakeholders to get the sign-off.

EC Mobility Private Limited, India   **July'15-Aug'17**
Role:Senior Business System Analyst

- Worked closely with the senior analysts to analyze & understand Business Requirements; gathered User, Functional & Non-functional requirements.
- Conducted in-depth market research on global accounts and companies using valid industry sources.
- Efficiently and effectively analyzed and updated system data.
- Involved in the software development life cycle.
- Created reports based on the need in the organization.
- Participated in discovery sessions to gather requirements for an e-commerce development project.
- Translated the business requirements into various Functional Specification Document (FSD), User stories, flowcharts, and other process flow.
- Participated in the business meetings with the clients, vendors, and the development team.
- Worked closely with customers and the project team to ensure the correct product is developed and delivered.
- Participated in the pre-demo sessions to ensure all the requirements are met before client release.
- Participated in the testing process to verify QA test cases and executing test cases to ensure all requirements are met before client release.
- Ensured the prompt resolution to all customer queries.
- Provided guidance to developers and solve their queries about the client's requirements.

- Ensured UI design meets all the client's requirements by liaising with the UI vendor
- Used JIRA tool, assign and track work units and issues.
- Worked on Agile - Scrum methodology.

EC Mobility Private Limited, India   **Mar'13-Jun'15**
Role: Junior Business System Analyst,

- Designed and developed SSRS reports.
- Worked with business stakeholders to clarify requirements.
- Interacted with product owners to present and interpret findings to develop recommendations for actions.
- Ensured alignment between business stakeholders and the development team.
- Documented project requirements from a business and technical perspective; Worked on product documentation such as product FAQs, internal wiki/confluence pages, and training materials to help promote the broader team's product knowledge.
- Owned and developed relationships with stakeholders, working with them to optimize, and enhanced our integration.
- Worked in writing SQL queries to retrieve records from the database to understand the data.
- Worked closely with the project team to ensure that the end to end design and delivered solution meets business and data requirements.
- Communicated detailed requirements specifications to the development team.
- Did user research and explored user requirements, wrote user stories, and worked with engineers to prioritize and launch features.
- Created and maintained requirements, design specifications, mapping documents, and reporting specifications.
- Developed and conducted unit and integration testing and assisted in User Acceptance Testing.

EC Mobility Private Limited, India   **Aug'12-Feb'13**
Role: Business Analyst Intern,

- Worked with Senior Business System Analyst to gather and analyze business requirements.
- Participated in the business meetings with clients, vendors, and the development team.
- Translated the outcome of business meetings into functional and non-functional requirements to fulfill the project development need.
- In the functional requirements determined complete business requirements and created high-level diagram using a lucid chart.
- In non-functional requirements determined project-related Service level requirements and operational level agreements (SLA/OLA), clearly specified application's operation time, availability/uptime, disaster recovery action/time, planned downtime, maintenance window, backup frequencies, meantime recovery, etc.
- Accommodated each client's requirements using agile scrum methodology.
- Documented each requirement, to finalize and review under product owner to take the sign off from clients.
- Worked with scrum masters, on sprint planning to prioritize user stories for successful completion of the project on time.

Graduate Teaching Assistant	Jan'18 – May'18
Engineering Management	

- Assisted professor with grading and proctoring an exam.
- Assisted students to model the Data Warehouse designing and Data modeling (Info cubes, Data Marts).
- Assisted students with a basic understanding of SAP Tools (SAP BW, SAP Predictive Analytics, SAP Net.
- Weaver, SAP BEx Query, SAP Business Object Explorer, and Crystal Reporting).
- Assisted students with the installation and basic understanding of the data visualization tool Tableau and Weka.

EDUCATION

University of Houston Clear-Lake Houston, TX (Master in Engineering Management)   May'19
Coursework: Business Analytics (Data Visualization using Tableau, Data Modelling, SAP BI/BW, Data Warehousing, and Reporting), Six Sigma, Fundamentals of ERP, Professional Project Management, Service and Operations Management.

Dr. BAMU University India (Bachelor of Engineering in Electronics and Communication Engineering)   May'15
Coursework: Cloud Computing, Database Management Systems, Data Warehousing & Data Mining, Programming in Java, Design & Analysis of Algorithms, Data Structure, Operating Systems, Visual Modelling, Unix & Shell Programming.

Technical summary

Programming Language	Java, SQL, C++, C
Data Analysis	Worked on Requirement Analysis, Business Analysis, Detail Design, Data Flow, Diagrams Data Definition Language, Data Warehousing and Data modelling, Data mapping and Transformation.
Dimensional Data Modelling	Experience on Data cleaning, Data Modelling, Star Schema, Snowflake Schema, Fact and Dimensional Table, Extract, Transform, Loading (ETL) Specification, Data Marts, OLAP, Pivot Tables, and Data Transformation.
Data Visualization	Connected Tableau to the multiple data sources to build interactive dashboards, charts and storytelling. Good

Tool Tableau	knowledge on level of detail (LOD) expressions, creation of calculated fields, geographic analysis using maps, join and blending. Created complex formulas to meet the need of complex business logic.
SAP Tools	SAP BI 7.0, SAP Predictive Analytics 2.4, SAP Net Weaver
Version Control	GitHub, Jenkins
Databases	My SQL, Postgre SQL, Oracle 11g, Mango DB.
MuleSoft Integration Platform	Experience on Anypoint Studio (3.8 & up), Mule Runtime, Restful APIs, RAML, Mule ESB Flows, Dataweave 2.0, Connectors, Message Processors, Error handling, deploy to cloud.
Certification	MuleSoft certified developer level-1 MuleSoft developer associate certificate Tableau desktop specialist certificate

Educational Projects

Efficiency determination of top US Airports using Tableau and Weka

Designed interactive dashboards and storytelling to determine the efficiency of top US Airports from an economic and managerial perspective for the years 2008 to 2018. Applied Data envelopment analysis (DEA) to determine the airport efficiency based on decision-making units (DMUs) and Analytical Hierarchy Process (AHP) to analyze the complex decisions based on pairwise comparisons of top airports.

Agile Project Management

Applied Professional Project Management (PPM) processes and theories (Triple constraints of project management, Project life cycle, Risk analysis, and management, Work break down structure (WBS dictionaries), Critical chain scheduling and, Critical path analysis) on the business communities. Explored case studies and issues relating to the impact of project management on current business practices. Implemented project management concepts and practices by using SimProject simulation games.