**TARANG SHAH**

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**OBJECTIVE**

Seeking a challenging position in an established organization to design and develop enterprise information systems by effectively utilizing my technical and business domain experience

**SUMMARY**

* Highly analytical, enthusiastic, innovative and motivated IT professional with experience in Business Analysis, Requirement Gathering, Stakeholder Management, System Analysis, Quality Assurance, Manual Testing, DW, ETL and BI
* Experienced working in **Medicare**, **Medicaid, Insurance** and **Retail** projects in **USA**
* Successful, progressive experience in all phases of Software Development Life Cycle (SDLC) methodologies like **SCRUM, Agile and Waterfall**
* Comprehensive experience in SWOT analysis, GAP Analysis, As-Is and To-Be Business processes
* Strong proficiency in developing and documenting BusinessRequirement(**BRD**) and Functional Requirements (**FRD**)
* Strong experience documenting Use Cases and preparing UML diagrams such as **Use Case**, **Activity**, **Class** **diagrams** and **Sequence Diagrams** using **MS Visio, Rational Rose and Visual Paradigm**
* Good understanding of **ER Modeling**, Data Warehousing, OLTP, OLAP, Star Schema, Snowflake Schema, **Normalization**, building **Referential** **Integrity** **Constraints** and writing **SQL** queries for **ETL** (Extract, Transform, Load), **Business** **Intelligence** and **Data** **Validation**
* Involved in Test Planning, Test Preparation,Test Execution, Issue Resolution and Report Generation to assure compliance with the Business Requirements, Manual Testing, conducting User Acceptance Testing (**UAT**)
* Tableau Public profile: <https://public.tableau.com/profile/tarang.shah#!/>

**EDUCATION**

**Northeastern University**, Boston, MA, USA

Master of Science in Information Systems: September 2010 - May 2012

**University of Mumbai**, Mumbai, Maharashtra, India

Bachelor of Engineering in Information Technology: August 2005 - July 2009

**CERTIFICATE**

**Certified Scrum Master – June 2017**

**Tableau Desktop Specialist – June 2019**

**TECHNICAL SKILLS**

Modeling & Wire framing Tools: Balsamiq, MS-Visio, Rational Suite, Visual Paradigm

Database/DBA Tools: SQL Server, MySQL

Methodology: SCRUM, Agile, Waterfall

ETL/DW/BI Tools: Tableau, SSRS, SSIS

Bug Tracking / Testing Tools: JIRA, Rally, Confluence

Office Suite: MS Office (Excel, Word, PowerPoint, Outlook, OneNote)

**WORK EXPERIENCE**

**Here Technologies, Mumbai, India** Current

**Sr. Business Analyst**

* Developed, Managed and prioritized User Stories and sprint backlog for implementation
* Increased performance of dashboards and handled activities of Tableau Server and suggested alternate representation of existing reports to highlight the KPI in depth
* Analyzed and processed complex data sets using advanced querying and visualization tools
* Developed Tableau Dashboards with interactive views, trends and drill downs along with user level security

**SterlingBackcheck, Mumbai, India** February 2015-June 2017

**Business Analyst - BI**

* Developed and maintained Excel Reports, **KPI**, **Dashboards** and Scorecards used to drive customer excellence by leveraging data from Surveys, LMS application, training data and provide strategic insights to drive growth and performance
* Designed Excel Dashboards and visualizations to make data actionable and facilitate decision making for end users
* Continuously provide a management level reporting on the development of process efficiency and the success of implemented initiatives and improvement measures
* Worked closely with Organization Development managers, operations, trainers to analyze data sets, identify areas to improve, define metrics to measure and monitor programs
* Perform complex data analysis to identify different opportunities to reduce attrition and increase customer satisfaction

**Source Mantra Inc.**  May 2013 – October 2014

**Client - Wellpoint Inc.** Norfolk, VA, USA

**Business Analyst (Business Intelligence – Enterprise Reporting)**

The project involved creation of the SSRS Reports which helps the business users to monitor the performance of the overall business and provided greater visibility to **Medicaid** and **Medicare** business areas that require attention to increase the profitability and to stay compliant with state regulations and reporting requirements

* Involved in interacting with business owners for gathering reporting requirements and created **Business, Functional** and **Technical Requirements documents**
* Concisely communicated Business Requirements to developers to create **Ad-hoc**, **Subscription**, **Regulatory** and **Operational** reports
* Developed **data** **mapping** documents and executed SQL queries on **FACETS** data and **Enterprise Reporting Database** to validate data
* Worked on **SSIS** packages to extract, transform and load data into reporting database to develop Matrix Reports, Tabular, Charts, Drill down and Parametric reports using **SQL Server Reporting Services (SSRS)**
* Designed **Medicare** and **Medicaid** Claims Reports like **OHI Reinstate**, **COB Termination**, **TAT**, **Suspended** **Providers** etc. for internal use, multiple state clients, relating to **Centers for Medicare and Medicaid Services (CMS)**
* Assisted with UAT such as producing test plans, test cases and conduct user testing. Design and execute test plans, tracking defects and getting them resolved to ensure that business requirements and functional specifications are tested and fulfilled

**Client - Walgreens Co.,** Northbrook, IL, USA

**Business Analyst / Data (Subscription and Publishing)**

* Managed store **planogram** assignment in 8500+ retail locations throughout weekly reset/revision publications, macro analysis and/or special projects using Basic Department Management tool
* Applied subject matter knowledge of current and future state to assess impacts related to changes, offer potential solutions and evaluated tradeoffs for publishing planograms
* Met **floor planning**, **space planning**, **visual merchandising managers**, merchandising special projects team, **BDM IT**, **Stores Manager’s**, **SMA**’s, **SMM**’s to understand business needs and discuss improvements to current workflow
* Handled ad-hoc requests from SMA’s and SMM’s for item level performance at a particular location by providing analytical reports using SQL, SSIS, SSAS and SSRS for a particular calendar
* Built and published customized interactive reports and dashboards, rep­­­­­­­­­ort scheduling using **Tableau**
* Created numerous dashboards in **Tableau Desktop** based on the data collected from Mobile App, Website data and BDM by importing and blending data from Oracle, SQL Server Database, MS Excel along with CSV files
* Performed extensive data cleansing and analysis of Subscriptions and Merchandising data using **Excel pivot tables**, **v-lookups**, **filtering**, **data validation**, conditional formatting and **formulas** like Left, Mid, Right, Concatenate, Equals and text to columns functions against data uploaded to proprietary database and online reporting

**Northeastern University,** Boston, MA, USA November 2012 – May 2013

**Research Assistant Intern (Unpaid) – Information Technology Auditing**

* Identified and evaluated risks during review and analysis of System Development Life Cycle (SDLC), including design, testing/QA, and implementation of systems and upgrades
* Prepared audit scopes, reported findings, and presented recommendations for improving OSS, data integrity and operations
* Conducted reviews of data centers, extranets, telecommunications, and intranets to assess controls and ensure availability, accuracy, and security under all conditions

**Black Duck Software Inc.,** Boston, MA, USA June 2012-October 2012

**Solutions Consultant**

* Acted as a liaison between the Professional Services Team, Sales team and client to discuss best method for implementing audit solutions that meet business needs
* Worked with the PM to decide upon the best methodology for the project and the best approach for requirement gathering, project plan; content and timeline
* Facilitated **JAD** sessions to allow different stakeholders to communicate with each other, resolve issues at early stage
* Filed bug reports for Black Duck Suite using bug tracking tool **JIRA**