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### Summary

- Around 5 years of experience in Information Technology with a thorough knowledge in **Analysis, Design, Administration** and **business processes**.
- Subject matter expert in **data mapping, Customer Relationship Management (CRM)** and **business process flow**, from process design to **training** and **implementation**.
- Successful in partnering with clients across **Risk Management, Utilities, Airline Services**, and **publishing domains** to deliver efficient operational systems.
- Contracted to conduct **business process analysis** and identify **key issues, gaps** and needs for an established multi-unit brick and mortar custom window coverings retailer.
- Produced a **6% market share increase** in 2017 over 2018.
- Rebuilt vendor **relationships**, increased **consumer engagement** and improved sales team **performance**.
- Created and planned the financial, marketing, **expansion** and **acquisition strategies** and objectives for 2018-19.
- Developed **process mapping** of current and future business processes.
- Prototyped new procedures and **trained** new users on **software enhancements**.
- First project completed in 90 days in an industry that averages 10 months to completion; Client reported **40% reduction in processing time**.
- **Led** project teams, internal and external, to achieve project defined **milestones** and **deliverables**.
- Conducted stakeholder **Joint Application Design (JAD)** interviews and facilitated meetings with project teams.
- Translated business user concepts and ideas into comprehensive **business requirements** and design documents.
- Created **project plans** in accordance with project management framework standards and procedures. Identified ongoing issues and gaps within project plans, in order to eliminate implementation issues.
- Created **presentations** in concise & well-researched manner on new product feature ideas & opportunities by **collaborating** with product owners.
- **Interviewed** business clients to analyze their business requirements and recommend and design **technological improvements** to their business processes and operational procedures.
- Good Knowledge of installation, configuration of **MS SQL Server 2005, 2008** and **2010**.
- Hands on experience in **Performance Tuning, Query Optimization, Client/Server Connectivity**.
- Strong knowledge in all phases of **Software Development Life Cycle (SDLC)** such as Developing, **Testing, Migrating, Administrating, Security Management** and **24/7 Production support**.
- Good **communication** skills and ability to implement projects with demanding objectives.

### TECHNICAL SKILLS

<b>Languages:</b>	SQL, Python, Java, R, C, C++, HTML
<b>Database:</b>	Oracle 8i/9i/10g/11g, SQL Server 2000/05/08/12, DB2, MS Access, Postgres.
<b>Tools:</b>	Business View Manager, Info View, Web Intelligence, SQL Report Builder, JIRA, Service Desk, HP Quality Center, MS Project, MS Sharepoint
<b>DW Methodologies:</b>	Data Warehousing Design, Data Modeling, Logical and Physical Design.

<b>Others:</b>	MS Access, Quick Test Pro 10/11,, SOAP UI, Parasoft SOA 6.10, Selenium, SOAP UI, Risk management – Openlink Endur v16, v14 Statistical modeling, data mining
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## PROFESSIONAL WORK EXPERIENCE

### NORTHPOINT DEVELOPMENT, MO, USA

#### Business Analyst Intern

June 2020-PRESENT

Description: **NorthPoint Development** is a privately held real estate development firm specializing in the development of Class A Real Estate facilities. NorthPoint was designed with a vision of creating unparalleled value and service to our customers.

#### Responsibilities:

- Reviewed Business requirements documents from and prepared functional specification documents and completed the **report** application development.
- Prepared **Use cases, User guides and Activity flow diagrams, Workflow diagrams**, considering the scope of the project with **Microsoft VISIO, Excel, Word, PowerPoint**
- Author detailed **business requirements documents (BRD)** and assessment of current OTC derivatives instruction trade management processes for front, middle and back office, reference data, data attributes and security management.
- Performed detailed analytics & **GAP analysis** involving the current state and proposed state analysis for **Jira Projects**.
- Installing the Business objects server 3.1 and reports for Enterprise server 4.1 in various environments.
- Managing the **Business Objects Administrator** job like creating Users, Group, granting permission to them. Creating a Report shortcut, maintaining the whole business objects system.
- Creating and managing the Publication (bursting) reports for large clients.
- Extensive use of Promotion Management for promoting objects from one environment to another in BI 4.1. Extensively used **Excel** functions in development, focusing on read/write integration to databases.
- Strong knowledge in all phases of Software Development Life Cycle (**SDLC**) such as Developing, Testing, Migrating, Administrating, Security Management and 24/7 Production support.
- Good knowledge in writing Business requirement documents, Functional requirements, Use case documents and Software requirement documents.
- An **enthusiastic and project-oriented team player** with **solid communication and leadership skills** and the ability to develop creative solutions for challenging client needs.
- Participated in the evaluation of business requests and/or modifications that will enhance operations and development activities.
- Support the creation and maintenance of comprehensive documentation and proactively identify new possible solutions.

**Environment:** Business Objects Designer, BO Web Intelligence 3.1, Business view manager, Oracle 11g, MS Access, MS Excel, JIRA, DEVOPS, Microsoft VISIO, Word, PowerPoint.

### TATA CONSULTANCY SERVICES, INDIA

#### Business Analyst

MAY 2016- AUG 2019

Description: **TATA Consultancy Services Limited** is an Indian multinational information technology service and consulting company headquartered in Mumbai, Maharashtra, India. It is a subsidiary of Tata Group and operates in 149 locations across 46 countries. TCS is the second largest Indian company by market capitalization.

**Client - British Airways, London, UK**

**Project: New Distribution Capability**

**Responsibilities:**

- Implemented **chat-bot** on flight booking portal using **Agile** Software Development Process viz. Scrum.
- Conducted **market analyses** of product lines and the overall **profitability by 85%**, catered enhancements suggested by customers.
- Generated flight PNR, fixed high demand bugs reported by users leading to a **20% increase in quarterly profits**.
- Assisted Project Managers in preparing project plans, the Project schedules, establishing Milestones, work breakdown structure (**WBS**), maintained the **RACI chart** to manage overall project risks and mitigation plans.
- Developed and monitored **data quality metrics** and successfully released many high-quality versions of **NDC**.
- Minimized defects in software application by collecting, reviewing, managing, and monitoring software application defects in **JIRA** through resolution as reported by various internal and external customers as **Defect Manager**.
- Conduct user training on flight operations applications.
- Create **UAT test cases** for end to end flight operations scenarios (Contracts - Invoicing).
- Independent analysis of requirements to create **UAT scenarios** and **test scripts**.
- Requirement **gap analysis** for integrated global application.
- Update Business requirement document and application help documents.
- Technical expertise in Analyzing, Design, Implementation and administration of security models with row level data security, role-based security etc in Business Objects
- Created Reports using all the **BO functions** like Drill Down, Prompts, Dimensional and Measure variables to show accurate Results
- Improved the performance of **Dashboards** and Reports by identifying and removing Bottlenecks Worked closely with DBAs to create aggregate tables to support Universes and dashboard

**Environment: Business view manager, Oracle 11g , MS Access, MS Excel, VSCode, UAT/PROD/TEST/DEV, CAPTWO framework, JIRA, TABLEAU, PowerPoint.**

**Client - State Bank of India, Mumbai, India**

**Project: Loan Origination System**

**Responsibilities:**

- Participated in project planning sessions with project managers, business analysts and team members to analyze business requirements and outline the proposed solution.
- Managed **Business Objects Administrator** responsibilities, creating user groups, access rights, assigning rights and folder access, automation of reports, broadcasting reports and publications.
- Developed **complex reports** using drill down, slice and dice, master/detail for analysis purpose and headcount.
- Participate in brainstorming sessions on quality analysis, manual and automated testing and defect tracking tools.

- Implemented **Web service** for Online Customer Acquisition Solution (OCAS) on SBI website in order to provide loan functionality and reduce the processing time of loan and provide **83% of client satisfaction**.
- Created an **error repository** and managed the testing process with the QA team through logging and tracking defects using HP Quality Center, maintained **Requirement Traceability Matrix** and **Security Matrix** along with writing **Test Scripts, Test Cases** for **UAT/test/Pre-Prod**.
- Responsible for **Risk Analysis** to detect the risks associated with the development of the new system. Additionally, formulated a Mitigation Plan to remove or reduce risks of high severity and one that would have major financial impacts.
- Improved cycle time, wait time, non-value-added processes and reporting requirements for each program area and increased efficiency to quantified measures.
- Used **MS Office** extensively (Word, Excel, Visio, Power Point, Outlook) for analysis, presentation and documentation throughout the project.
- Interactive dashboards were developed for executives to visually evaluate different scenarios by adjusting key variables.
- Developed formatted reports involving cross tab, table/section breaks, multi data providers, and derived tables.
- Extensively involved in using formula fields, parameter fields, group selection and record selection.
- Provided support to **CDES** (consumer data enhancement services) reports and extensively involved in report bug fix.
- Created summarized views and involved the database team in reporting data mart development to improve the performance of the reports.
- Optimized the usage of user objects, conditions and universe level filters.
- Provided training for the end users for generating their own reports.

**Environment:** SOAP UI, MS Office, Eclipse, Postgres, IntelliJ Idea, Maven repo, MS Visio, Rational Rose, Rational Requisite PRO, Oracle 10g, SQL, PL/SQL, Dashboard Manager.

**YPSILON IT SOLUTIONS PVT. LTD, INDIA**  
**Business Development Analyst**  
**JAN 2014 – MAY 2016**

Description: **Ypsilon IT Solutions** is complete spectrum of mobile app development and web solution help startups, small-medium enterprises, and organizations to create outcome-focused solutions with enhanced agility that help them to rapidly reshape, renew and build new capabilities for their business. It is differentiated and personalized services arm brands with the right tools, technologies and quality processes so as to maximize value from IT investments.

#### **Responsibilities:**

- Experience in **estimation, test case** preparation, and coordination and provide execution support to business users/stakeholders.
- .Resolve **requirement gaps** by interacting with client business groups and client development teams.
- Mentor team providing insight on overall **integration** between applications tested and **data flow** involved.
- Execution of automated **regression test suite** using **QTP**.
- Anchor daily **defect call** with client stakeholders and vendors for faster resolution of the defects and **test reporting**.
- Involved in localization testing, cross browser testing, regression testing in addition to functional testing.
- Conducted **functional, regression, and automation testing**.
- Performed **test planning** and **estimation**.

- Prepared **Test Strategy, Test Plan documents**.
- Developed complex reports that involved **multiple data providers, cross tabs, bar charts, pie charts, complex variables and calculation contexts**.
- Worked on the Query **Panel, prompts, report layout and Re-formatting**.
- Generated analytical reports using **Slice and Dice, Drill Down, Cross Tab, Master Detail and Formulae** features.
- Involved in optimizing the universe developing time and **SQL tuning** to increase the **query performance**.
- Involved in creation of **filters, prompts and setup hierarchies** for **Multidimensional Analysis**.
- Involved in **troubleshooting** the **visualizations** for **various problems** faced during **data connectivity**.
- Applied **sections, breaks, calculation, report filters and query filters** and displayed the information in different blocks.
- **Data validation** has been done for **various sources to target mappings**.
- Design the technical documentation for **Source to Target Mappings**.
- Created Business Objects Repository while building **Business Objects solution** and **Created and tested classes and objects to organize the Universe**.
- Published and scheduled **Business Objects Reports** to users using a broadcast **agent** to run the **reports automatically**.
- Performed **Unit Testing, System Testing and Performance testing** for each report.

**Environment:** Web Intelligence, SQL SERVER 2008, RACI Matrix, SharePoint, Business Objects, Load Runner, JIRA, ClearQuest, Sprint Backlogs, Test Director, MS Project, Win Runner, Team Foundation Server, Visual Paradigm, MS Office, Windows.

#### **EDUCATIONAL QUALIFICATION**

Master of Science, Information Technology, Northwestern University, USA (GPA: 3.84)

Bachelor of Engineering, Computer Science, Rajiv Gandhi Technological University, India (GPA: 3.6)