**Ricky K. Sabhikhi**

## Business ANALYST

**Raleigh, NC**

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**PROFESSIONAL SUMMARY**

* **Sr. Business Analyst** with 9 years of experience in consistently delivering high-quality and result-oriented content.
* Experience working with large data sets and converting data sources.
* Experience with requirements gathering, user stories, use cases, and test cases.
* Experience working in **agile and waterfall methodologies**.
* Extensive experience with **SQL, JIRA, and Business Intelligence tools.**
* Experience in creating and evaluating Business Requirement Document(BRD), Functional Requirement Documents(FRD), Systems Required Documents(SRD) and propose changes as per various internal and external requirements gathered for process improvement.
* Implementing JIT and Six Sigma Methodologies for process improvement and implementation.
* Conducting Gap, SWOT, Cost Benefit, Return on Investment, Root Cause and Risk Analyses and feasibility studies.
* Creating use-case, sequence, activity and class diagrams using UML, MS Visio, and Rational Rose, as well as creating mock-up screens and prototype using tools such as MS Visio and Lucidcharts.
* Experienced in project management tools such as MS Project, MS SharePoint and HP Application Lifecycle Management(HPALM), HP Quality Center and create Work Breakdown Structure(WBS), Project Charter
* Extracting data through writing complex SQL queries and coordinating UAT data validation.
* Excellent skills in analysis, design, development and implementation of ETL tools such as Informatica, Power-center, SSIS, and reporting tools Tableau, IBM, **Cognos and SSRS**.
* A multitasker and able to work under tight deadlines to meet business objectives, conduct meetings with software developers, solution architects and QA team.

**TECHNICAL SKILLS**

**Power Bi** • Tableau • SSRS • **SQL** • MS Access • TOAD • Excel • Data Modeling • Project Management • Agile Development • Scrum Methodology • **JIRA** • GitHub • **SQL Server** • PowerPoint • Sharepoint • MS Project • Python • Microsoft Word, Excel, PowerPoint • Visio • ArcMap • Web mapping applications • SAP • Peoplesoft • Microsoft NAV

**PROFESSIONAL EXPERIENCE**

**First Group Cincinnati, OH May 2019 – March 2020**

**Senior Business Analyst**

Transportation company that is the largest provider of student transportation in North America. First Student is an industry leader in safety programs, and builds strong customer relationships and services.

Project description: Completed requirements for Route data management which was used to create efficient routes for bus drivers. Worked on agile teams to create the Daily Screen which optimized driver sharing capabilities for dispatchers.

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| * Worked on projects for the Adonia initiative in **agile and waterfall**, which is set to save the company $250 million dollars on excessive costs. * Worked extensively with location managers in a customer facing role for tablet enhancements. * Gathered **user requirements**/modifications and suggested improvements for Route Data Management which gave bus drivers the most efficient routes possible. * Closely interacted with designers and software developers to understand application functionality, navigational flow and updated them about end-user sentiments. * Completed complex data analysis using **SQL** on driver retention and recorded the results on **Power BI.** * Worked on **SSRS** and delivered complex reports. |

**VStar Entertainment group– Fridley, MN/ Raleigh, NC December 2017 – April 2018**

**Business Analyst/ Staff Accountant**

Integrated production services company comprised of production services and live entertainment.

Provided organization and assistance to the accounting team and project managers.

Project description: Completed project to automate timesheet entry of employees who did not have access to a computer. Automation reduced time entry by 25% and led to a significant reduction in timesheet errors.

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| * Conducted research on incoming **user requirements**/modifications and suggested improvements for the second release of the application. * Closely interacted with designers and software developers to understand application functionality, navigational flow within **agile teams.** * Created and maintained **T-SQL queries**, **SSRS reports**, views, and stored procedures in multi-database environment. * Developed, implemented, and maintained transaction level monitoring for unusual activity. * Worked in customer facing roles with clients for timesheet automation. * Kept track of job contracts with project managers and made adjustments as needed. * Created monthly operations reports to breakdown costs per different jobs and shows. . |

* Extensively involved in Regression Testing during various phases of the application.
* Prepared Test Plans, wrote Test Scripts and executed Test Scripts as the project developed.

**G&K SERVICES – Minneapolis, MN May 2017 - September 2017**

**Business Analyst**

Provider of uniforms and other services for various industries throughout the United States. Provided organization and maintenance for various items provided at the stock keeping unit.

Project description: Worked on data mapping for vendors and enhancements for the customer service systems. Completed requirements for SAP financial in order to ensure strong transition from G&K Services to Cintas

* Compiled large data sets to discover movement patterns using advanced analytics and displayed results on **Power BI.**
* Involved in testing by using **SQL** and work with QA together to develop scenarios and test cases.
* Developed scripts to automate execution of ETL.
* Performed GAP Analysis of the **AS-IS and To-Be systems** to understand the key findings, short-term considerations, and long-term considerations with benefits.
* Interacted with Business Users and Subject Matter Experts (SMEs) for better understanding of individual subject areas and modified specifications to reflect accurate user needs.
* Worked with the requestor throughout the process and served as their primary point of contact for Enterprise Reporting until the completion of the request.
* Documented sales quotes that were completed to deliver a report showing the average number of items and margin per a request.
* Completed various transactions for purchase orders using SAP, such as: closing orders, cancelling orders, and adding information that is missing for an item.

**Willis Towers Watson – Minneapolis, MN December 2015 to March 2017**

**Senior Analyst**

Leading global advisory, broking, and solutions company with 40,000 employees serving business clients in 140+ countries. Delivered analytical support for benefits programs of a leading American multinational beverage corporation.

Project description: Completed project to create a website for employees to complete calculations instead of doing it by hand. Project reduced calculation time by 30% and reduced the need to hire additional pension analysts.

* Interacted with the stakeholders to get a clear understanding of client business processes and conducted business requirement analysis and used test cases.
* Developed AS-IS and TO-BE workflow.
* Analyzed the business ruled for users and impact of digitalization.
* Involved in attending **Scrum Meetings** and coordinating with business analysts and web developers.
* Conceived and managed project to create a comprehensive resource document for client program that addressed FAQs, provided instructions for performing calculations, and promoted cross-training among analysts.
* Trained and mentored junior analysts in accurately completing a range of complex calculations; performed quality control on junior analysts’ work.
* Performed V-Lookups in Excel as part of project to determine cost to divest groups of employees, providing information vital to senior management decisions.
* Strengthened **SQL** proficiency by writing queries that generated a variety of data sets to address business needs.
* Developed and maintained Excel tools for macro population analysis and individual benefit analysis.

**Masters in Geospatial Information Systems - NC State University September 2013-May 2015**

**Xerox, Formerly Affiliated Computer Services – Cary, NC August 2007 to August 2013**

**Business Analyst/ Project Support Analyst**

Provider of outsourced HR administration services, including benefits administration, to Fortune 500 companies. Advanced to join 15-member analyst team supporting administration for a leading global aerospace client.

Projects: Completed a project to create the website for participants of a client to access information for health care and pensions. Also, helped to create a tool for call center employees to use during calls to assist participants.

* Worked on creating the Technical Specification Documents by performing data mapping.
* For the reports that were already in production, I performed reverse engineering (backward mapping) by mapping the code to the tables and the fields.
* Worked with cross-functional teams for building Use Cases, demonstrating the Business Requirements, developing Business Models.
* Designed and developed Business Flow Diagrams, Activity Diagrams, Sequence Diagrams, and Object-Oriented Models using MS Visio.
* Retrieved data from database for data validation and data integrity tests using SQL queries.
* Worked closely with the Project Manager to keep track of the project by making sure that the deadlines were met.
* Accurately analyzed and interpreted plan policies, developed robust knowledge of industry-related terminology and calculation formulas, and completed calculations with outstanding accuracy.
* Consistently earned above-average performance ratings, sought out as a resource on interpreting plan documentation, trained team members on calculations, and reviewed colleagues’ calculations for accuracy.
* Developed proficiency with **SQL** and conducted database queries; performed complex calculations using Excel spreadsheets and databases and displayed results on **Tableau.**
* Extracted data from data warehouse to **SSRS.**
* Trained new representatives on navigating call center software and determining database information required to answer customer questions, promoting efficient, high-quality call resolution.

**Education & Training**

* Master of Geospatial Information Systems and Technology, GPA 3.8/4.0

North Carolina State University – Raleigh, NC

* Bachelor of Science in Business Administration, Marketing, GPA 3.9/4.0

East Carolina University

* Professional Training: SQL Training; GIS&T Graduate Certificate, North Carolina State University (GPA 4.0/4.0)