**Jonica Chugh, MBA**

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**Summary:**

Over 7 Years of Business Analyst experience. with 3 years in a fast paced Fortune 50 automobile company. Proven ability to lead and manage large scale complex inter-department scoping efforts with regularly leading interactions with multiple business units and technical teams alike to define, analyze and document requirements. Proficiency in a variety of analyzing tools like ZOHO Reporting, Salesforce(Marketing & Sales Cloud), MS powerpoint, MS Excel, ERP tools, Tableau, Business objects etc. Experienced in all aspects of detailed documentation, report preparation, and complex internal & external data analysis along with all project methodologies like AGILE/WATERFALL and JIRA used for execution of the projects. Dedicated team player who is quick to adapt to work in any environment and in any role assigned.

**SKILLS & TOOLS**

**Technology**

* Windows OS, Advance level competency MS Office- Excel (V, H lookup, pivot table etc.), Word, PPT, and Publisher, Outlook, Visio (Flow charts) Google Analytics
* SQL (Data extraction) basic query language including different joins
* SAP, Agile management software, Project Management tools
* CRM and Reporting tools: Salesforce, ZOHO and Mail Chimp
* Know how about RDBMS, TCP/IP, DATA SCIENCE and Information Security.
* Proficiency in different Business analysis Methodologies- Waterfall, Agile/SCRUM.
* Excellent interpersonal, organizational, leadership and communication skills

**PROFESSIONAL EXPERIENCE**

**American Honda Motor Co.In September 2016 - Current**

Honda has been the world's largest motorcycle manufacturer since 1959, as well as the world's largest manufacturer of [internal combustion engines](https://en.wikipedia.org/wiki/Internal_combustion_engine) measured by volume, producing more than 14 million internal combustion engines each year. The Honda Division employs 200,000 employees’. Currently generating 119 billion annually.

**Business System Analyst/QA/DA March 19-current**

* Performed feasibility analysis, scopes projects, and works with the project management team to prioritizes deliverables, and negotiate on product functionalities.
* Performed process mapping defining what a business entity does, who is responsible, to what standard a business process should be completed, and how the success of a business process can be determined
* Created detailed Business Requirement Document (BRD) and translate it into functional specifications.
* Interpreting data, analyzing results using statistical techniques.
* Developing and implementing data analyses, data collection systems and other strategies that optimize statistical efficiency and quality.
* Acquiring data from primary or secondary data sources and maintaining databases.
* Provided analytic support by coordinating data extraction from various databases and data interpretation.
* Partners with development and analytic teams to provide reporting on software solutions.
* Participated in Integration Testing and User Acceptance Testing (UAT) and Functionality Testing.
* Collaborate with IT leaders in oversight of test plan execution.
* Develop new and modify existing SQL code to meet urgent adhoc request from management.
* Assisting with the designing and development of upfront test cases using JIRA
* Creates and maintains Source-to-Target data mapping specifications for data stored in the big data platform
* Devise innovative ways to define and continually improve QA and testing processes
* Investigate tools, best practices, and technologies to accelerate productivity and accuracy
* Coordinate with IT leaders to develop, monitor, and maintain reports for defect tracking and defect resolution

**Project Manager Sept 2017 – March 2019**

* Effectively lead project team and manage IT projects, conduct analysis of complex business processes, information flow, associated reports and applications for defined functional area; ability to develop formal project plans, including milestones, detailed tasks, time estimates, dependencies, resource requirements, and associated budgets.
* Possess formal business and/or systems analysis and requirement elicitation skills using structured models and methods.
* Possess the verbal and written communication skills to work effectively with technical and non-technical personnel at various levels in the organization; ability to use Standard English grammar and punctuation; demonstrated experience in presenting topics to groups of various sizes.
* Demonstrate expertise in one or more functional area conducting needs analysis, information flow, reporting requirements and associated applications; ability to create documentation using standard terminology and formatting.
* Knowledge of modern Agile-based application development, life-cycle management, and project management techniques and tools.
* Extensive knowledge of Digital customer journey map in Salesforce marketing cloud, which lead customers go through as they interact with your online channels, from sms, to email, to robust calling.
* Possess the expertise in implementation of various ERP tools which includes not only understanding the backend of the tool but also working on the customization of it based on the requirements.
* Possess the expertise in the implementation of the ECM (Enterprise Content Management System)(vendor was IBM) which included understanding of the current of the system as well as the new ECM system which was supposed to be implemented.
* Worked with various internal teams to have an understanding of various Documents, Training Modules for which the storage was supposed to be built as well as various API integration which was required to be done in order to get rid of older system .
* Possess business acumen, presence, and relationship management skills necessary to interact with a diverse use and stakeholder community; ability to establish and maintain cooperative, productive working relationships with colleagues and business partners.
* Used project management tools like JIRA to update and keep a track of all user stories and their status as well as use it to raise defects and assign it to correct user .

**Business System Analyst Sept 2016 – Sept 2017**

* Have the ability to build and sustain strong relationships with project team members and customers.
* Involved in Requirement Gathering & Implementation phase for the projects includes Missed Opportunity reports related to recall of Airbags.
* Responsible for end to end management of project i.e all phases of project from concept , project planning , development and execution.
* Work with the management team to create a prioritizes list of needs for each business segment
* Interpret data from primary and secondary sources using various techniques and provide ongoing reports.
* Ensure all requirements for all requests are documented via approved requirements templates and delivery plan templates
* Perform source system data analysis in order to manage source to target data mapping
* Liaison to clients and other IT organizations as a subject matter expert on the business processes they represent.
* Track and monitor requirements traceability to project deliverables.
* Exposed to complete software development life cycle right from testing phase to Development phase
* Working effectively cross functionally, bringing teams together to deliver shared goals
* Eliciting business requirements and scope by interviews, surveys and document reviews
* Conducting data analysis using SQL & Excel as part of requirements analysis and to assist data quality teams. Used Data warehousing for Data Profiling to examine the data available in an existing database.

**Abbott Medical Optics Feb 2016-July 2016**

**Abbott Medical Optics** is one of the world’s leading healthcare equipment makers with 73000 employees in 150 counties. Currently generating revenue of $20.2 billion annually Abbott is ranked at 136 in fortune 500 companies. The Medical Optics division employs 4000 employees’ across 60 countries. Abbott is expanding its eye care vision around the world.

**Business System Analyst**

* Conduct project kick-off meetings, defined project objectives and scope, tracked risks, assumptions, and managed detailed project schedules using Microsoft Project.
* Set direction for, lead and take ownership of complex manufacturing engineering technical tasks
* Elicit requirements using interviews, business process descriptions, use cases, business analysis and workflow analysis
* Produce sketches, workflow diagrams, wireframes and mock ups.
* Lead the daily SCRUM meeting and guide QA’s and Developer’s regarding the defects, specification and mapping documents
* Collected business requirements to set rules for proper data transfer from Data Source to Data Target in Data Mapping
* Work with Business SME's to identify and translate business requirements into system requirements
* Conduct JAD sessions with business users, developer and SMEs
* Conduct meetings with cross-functional stakeholders to address business issues and develop resolutions
* Participate in the weekly status meetings with Team members, Project Manager & Technical team and also generate Weekly Status Reports to the project manager
* Deliver project artifacts such as "As-Is" and "To-Be" business process maps, Business Requirements Documentation
* Coordinate various kinds of User Acceptance Testing (UAT) including regression testing, system testing, integration testing, functional testing, alpha & beta testing
* Conduct Data extraction and verification on Adhoc Basis using SQL.
* Upload and share the documents on SharePoint with the management.
* Prepare and execute daily monitoring reports using SAP and complaint database system
* Analyze complaint data on regular basis to identify the trends using MS Excel and CatsWeb

**UCLA Extension- System Analyst Program Feb 2015 -Dec 2015**

**Business System Analyst**

* Edited and updated HTML/CSS codes on the web
* Gathered overview learning of RDBMS, TCP/IP, DATA SCIENCE and Information Security
* Wrote SQL queries to interact with different database servers
* Created SDLC documentation and reports
* Conducted and facilitated SCRUM meetings
* Created User stories and documented for implementation
* Presented step-by-step progress of SDLC to the product owner
* Created Schema diagrams using MS Visio and Lucid Charts
* Conducted User Acceptance testing for the development of the software.

**Chitkara University, India May 2012-Jan 2015**

**Chitkara Educational Trust**, based in Chandigarh, has been founded by academicians - Chitkara University has state of the art campuses in Punjab and Himachal Pradesh.

**Project Manager**

* Effectively lead project team and presented the right status to the executive
* Extracted and maintained data count using database tools including PL/SQL Developer and MS Excel
* Extract and maintain Data consistency using Salesforce
* Produce Business process documentation describing project scope, analysis findings and design requirements.
* Created Pivot tables, and performed V, H lookups for Data Illustration
* Worked proactively with Business Intelligence (B.I) Dept. to develop, implement, and manage data gathering.
* Worked closely with both development and testing teams to improve quality of the application by actively participating in regression analysis and User Acceptance Testing (UAT).
* Responsible for management of system updates including completing technical Write-ups and Mock ups
* Developed Business Requirement Document (BRD) functional requirements and used cases
* Uphold comprehensive data using CRM & Reporting tools like ZOHO and MAIL CHIMP.

**Fortis Clinique Darné, Mauritius Sept 2010 –June 2011**

**Fortis Clinique Darné** is privately held healthcare provider with various divisions around the globe. Each hospital has a 112-bedded capacity and is fully equipped with 4 Operating Theatres, a Cardiac Catheterization Lab, a 13-bedded Critical Care Unit, a 2-bedded Isolation Intensive Care Unit and 15 day care beds. The hospital offers medical and paramedical services across 25 specialties.

**Data Analyst**

* Extracted, manipulated and organized data using basic SQL queries
* Gathered and traced data using MS Excel while maintaining flow and transformation.
* Maintained data consistency by removing, filtering and sorting errors
* Created pivot tables, and performed V, H lookups for data manipulation using MS Excel
* Constructed weekly reports in MS Excel featuring graphs and formulated cell calculations
* Developed SWOT analysis with in-depth knowledge of market competition

**Fortis Hospital, New Delhi, India Feb 2010 –Aug 2010**

Fortis Hospital, New Delhi, is a super specialty hospital offering super specializations within departments, with the mission of providing quality medical care. The hospital is equipped with 262 beds, with the finest talents amongst doctors, nurses, technicians and management professionals in an environment.

 **Marketing Analyst**

* Extensively involved in every phase of the RUP process starting from Inception to Transition for all the new marketing events.
* Uploaded data in ZOHO reporting tool to create illustrative and statistical data analysis
* Prepared competitive strategy to bring niche in hospital management and customer service
* Interacted with users for verifying User Requirements, updating existing Documentation
* Devised and Evaluated methods for Collecting Data (Surveys, Questionnaires, Opinion Polls)

**The Charité, Berlin, Germany July 2009 –Jan 2010**

The Charité -Berlin is a large public institution with a yearly turnover of 1.5 billion Euros. The organization of the Charité is based upon the Berlin university medical law. This renowned hospital offers diagnostic radiology and neuroradiology as well as radiotherapy, in particular high-precision radiotherapy, for the treatment of benign and malignant tumors.

**Business System Analyst**

* Conducted business/systems analysis for a large government case management system
* Worked collaboratively as part of Scrum team to convey stakeholder needs and in support of development and testing
* Involved in implementing production Data governance and consulted the team on the design issues and implementations
* Generated comprehensive analytical reports by running SQL queries against current databases
* Examined new Application Design and recommended corrections if required.
* Facilitated in developing testing procedures, test cases for business workflow to ensure data integrity

**EDUCATION**

* UNIVERSITY OF CALIFORNIA, LOS ANGELES-Certified System Analyst
* INTERNATIONAL SOCIETY OF TRAINING AND DEVELOPMENT-Certified Trainer
* PUNJAB UNIVERSITY- CHANDIGARH, INDIA – B.Sc. (Business Management)