

Anisha Dharmani

Sr. Product Analyst

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Summary

Innovative Product Analyst skilled at enhancing and optimizing business processes to ensure growth and success. Experience in analyzing internal workflow process to identify areas of enhancement, developing and implementing business development plans and assessing business requirements.

Work Experience

Sr. Product Analyst- Operations 2018 – Present
Exxat Systems Pvt. Ltd.

- Involved in the Evaluation Module of the Product – STEPS.
- Ensure that the design and operation of the BI solutions are appropriate to meet the information and decision support requirements of the business.
- Define configuration specifications and business analysis requirements.
- Analyze user issues/requests, observe trends and data and come up with feasible solutions and ideas for process improvement and better client support. Liaise with other domain/hub coordinators for addressing and resolving common issues and explore best practices/long-term solutions.
- Prepare documentation and reports on routine customer correspondence and client escalations (RCA) for future reference purpose.
- Constantly be on the lookout for ways to improve monitoring, discover issues and deliver better value to customers.
- Contribute effectively in UAT during sprint release.

Application Developer - Client Data 2015 –2017
IBM India Pvt. Ltd.

1. ADITYA BIRLA IDEA PAYMENTS BANK LIMITED - Payment Bank Platform

Team -Data Migration Team: For every new product launch, each development /step requests profiled data. DM provides data and synchronizes it into the target test environments.

Responsibilities:

- Data Profiling from Database according to requirement
- Data Provisioning using automated tools, SQL jobs
- Transforming data to target system specific data using ETL tool -Talend
- Carry out Manual Testing for the data Provisioned.
- Responsible for Pre-delivery Sanity Checks
- Post Delivery Data Issue resolution

2. Udaan – Jet Airways

- Involved in SQL code review and modification for the development of new requirements
- Developed UNIX shell scripts as per client requirement.
- Analysis of issues related loading of data, converting the files into different format.
- Automation of Daily activities related to CRIS.
- Involvement in design calls to understand customer requirement and provide suggestions on requirement
- Responsible for effective communication between the customer and its partners to establish secure connection between client and client partner servers for transfer of files.
- Providing production support and resolving production issues.
- Translate customer requirements into formal requirements and design documents, establish specific solutions, and leading the efforts including programming and testing that culminate in client acceptance of the results.

Skills

SQL

Requirement Analysis

VSCoDe - JSON

Azure Cosmos DB

Customer Management and Success

Axure -RPA

ETL - Talend

User Story Creation

Documentation

Gap Analysis

Certificates & Appreciations

- Certification of Appreciation - Excellent contribution to the company's success.

Languages Known

- English
- Hindi
- Sindhi

Internships and Projects

L&T Ltd. (Vadodara) 2014 -2015

Developed the L&T help desk. The Helpdesk had features such as the Holiday Home Booking System, Internal Query Management System, Gallery and Newsfeeds.

Education

MSc. Business Analytics 2017-2019
Birla Institute of Technology and Sciences -Pilani

B.E. Information Technology 2011-2015
Gujarat Technological University - Ahmedabad