Deeksha Nagaraja

deekshanagba@gmail.com | +1 (737) 270-4190 | Austin, Texas 78660
• linkedin.com/in/deeksha-nagaraja/

SUMMARY

Results-oriented recent Computer Science graduate with a Master's degree and strong business analysis skills. Proven track record in elevating project efficiency and fostering stakeholder engagement. Proficient in SQL, adept at conducting SWOT analysis, meticulous in project documentation and optimizing organizational performance. Actively seeking roles in Business, Data & Project Analysis.

PROFESSIONAL EXPERIENCE

Truist Bank   **Oct 2023 – Apr 2024**
Business Analyst (Remote)   *NC, USA*

- Spearheaded loan management portal enhancements, leveraging SQL for data analytics, resulting in an 80% acceleration in loan approvals and elevated customer satisfaction.
- Employed SWOT and Gap analysis, along with SQL queries, for requirement discovery, leading JAD sessions and utilizing Jira, boosting system efficiency by 12%.
- Enhanced project documentation efficiency by 15%, incorporating SQL data insights, and reduced errors by 20% through meticulous creation of Business Requirement Document (BRD) and Functional Requirement Document (FRD).
- Orchestrated stakeholder engagement, integrating Power BI dashboards and SQL data analytics for comprehensive requirement gathering, validation, and prioritization, ensuring optimal business value.

Aryagami Cloud Services   **Aug 2019 – Feb 2022**
Business Analyst   *Hyderabad, India*

- Played a pivotal role as the bridge between clients and technology teams, driving the analysis and implementation of requirements into effective Business and Technical solutions using SQL and data analytics.
- Led Sprint Planning and Review meetings, leveraging SQL insights, creating interactive dashboards to amplify project efficiency by 25% and elevate product quality by 30%.
- Applied GAP analysis, UAT, SWOT, and Cost-benefit analysis, incorporating SQL for data-driven decision-making, optimizing project efficiency by 10%, and aligning projects with business objectives by 5%. Identified and resolved SQL-based performance issues in dataflow, enhancing overall efficiency in sources, targets, and mappings.
- Executed test scripts and managed defects in the HP Quality Center, ensuring rigorous testing and defect control, with a focus on SQL-driven analytics.
- Spearheaded collaboration with the QA team to craft comprehensive Test Plans, Test Scripts, and Test Cases for UAT, incorporating SQL analytics for robust testing processes.

EDUCATION

Montclair State University – NJ, USA   **Sep 2022 – Dec 2023**
Master of Science (M.S.) in Computer Science   *GPA: 3.8/4.0*

- Relevant Coursework: Big data analytics, Project management, SQL, Database management

Visvesvaraya Technological University -Karnataka, India   **June 2015 - June 2019**
Bachelor of Engineering (B.E.) in Computer Science

SKILLS

- Programming Languages & IDEs: SQL, MySQL, JAD, Python, Rational ClearQuest, RTM, UAT
- Database Management: MySQL, SQL Server, Oracle SQL Developer (Test DB), Relational Database Management (RDMS)
- Visualization Tools: Power BI (Dashboards and Services), Tableau, Microsoft Excel
- Methodologies and ERP Planning: SDLC, Agile Scrum, Waterfall, FRD, BRD, SRS, NetSuite, MS Dynamics Nav
- Analysis and Assessment skills: Technical Documentation, Cost/Benefit Analysis, Impact Analysis, GAP analysis, Risk Analysis, SWOT Analysis, Risk Mitigation, KPI Tracking, Go-to-Market, Cost-benefit Analysis, Root Cause Analysis
- Miscellaneous skills: Data Analytics, Insightful Analysis, Test Planning, Stakeholders, Process Improvement, Quality Management, Documentation and Reporting, Leadership, Decision-Making, Consulting, Problem-Solving, Written and Verbal Communication, Collaboration, Presentation.
- Tracking/Other skills: Jira, MS Visio, JAD, RTM, UAT, Rational ClearQuest, HP Quality Center, MS Project, MS SharePoint, Primavera P, Outlook, MS Access, ServiceNow, Rally, MS Purview.

CERTIFICATIONS

- Google Analytics Certification - Google
- Essentials in Business Analysis - Microsoft
- Foundations of Business Intelligence
- Master In Microsoft Power BI Desktop and Service

PROJECTS AND LEADERSHIP

INTEGRATED PATIENT PORTAL MANAGEMENT SYSTEM

- Utilized business analytics techniques to optimize patient engagement, implementing data-driven strategies for improved appointment scheduling efficiency, reduced wait times, and enhanced overall patient satisfaction.
- Implemented complex SQL queries to retrieve, update, and analyze patient data, ensuring data integrity and optimizing database performance. improving overall performance by 15%.

DYNAMIC LOAN PORTFOLIO OPTIMIZATION PROJECT

- Applied advanced business analytics to optimize loan approval processes, resulting in a 20% efficiency increase, and developed a comprehensive SQL database system, reducing query response times by 30% and enhancing data accuracy.

DRIVER DISTRACTION DETECTION SYSTEM (CAPSTONE PROJECT)

- Supported advanced analytics team for optimizing driver behavior, reducing accidents by 15%, and spearheaded SQL system development, enhancing real-time monitoring.