

# JEET SHAH

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## PROFILE

### Business / Data Analyst

Highly skilled **Business Data Analyst** with over **5+ years** of experience in analyzing business needs, defining requirements, and delivering data-driven solutions to enhance business operations. Expertise in conducting GAP analysis, process optimization, and generating detailed reports using tools like **Power BI, Tableau, and SQL**. Adept at collaborating with cross-functional teams, managing stakeholder expectations, and delivering comprehensive business requirements and functional specifications. Strong analytical skills in supporting data-driven decision-making and improving business processes in both **Agile** and **Waterfall** environments.

- **Business Requirements & Analysis:** Skilled in gathering and translating business requirements into functional solutions, ensuring alignment with project goals and objectives.
- **Advanced Reporting & Visualization:** Expertise in creating reports and dashboards using Power BI, Tableau, and SQL for enhanced decision-making.
- **Process Optimization:** Experienced in conducting GAP analysis and driving process improvements through data-driven strategies to streamline operations.
- **Stakeholder Management & Documentation:** Proven ability to collaborate with cross-functional teams and prepare BRD, FRD, and SRS documents for timely project delivery.

## TECHNICAL EXPERTISE

<b>Methodologies:</b>	Agile/Scrum, Waterfall, SDLC
<b>Languages:</b>	SQL, Python, HTML, CSS, JavaScript, PHP, Java and C/C++
<b>Project Management Tools:</b>	MS Project, MS Excel, MS SharePoint
<b>Analysis Skills:</b>	Cost/benefit analysis, Impact analysis, GAP analysis, Risk analysis, SWOT analysis
<b>Software &amp; Tools:</b>	IBM Cognos, Winscp, Mobaxterm, Putty, SQL, Tableau, Power BI, Alteryx, Talend, SSIS, JIRA, ServiceNow, HP Quality Centre, Microsoft Visio, Rational Rose, Rational Clear Quest, RTM, JAD, Microsoft Office Suites (Excel, PowerPoint, Word, Outlook, VLOOKUP, Pivot Tables), Zoom Info, Talent Ninja, Trace Link, Android Studio.
<b>Database:</b>	MySQL, SQL Server, SQLite
<b>Cloud:</b>	Microsoft Azure, AWS
<b>Soft Skills:</b>	Time Management, Leadership and Management, Problem-solving, Negotiation, Decision-Making, Documentation and Presentation, Verbal Communication

## CAREER EXPERIENCE

<b>Conduent Inc, NJ</b>	<b>Jun 2023 – Sep 2024</b>
<b>Cognos Admin/Business Analyst</b>	
<ul style="list-style-type: none"><li>• Gathered and analyzed end-user requirements to develop and customize Cognos reports, ensuring alignment with business objectives.</li><li>• Troubleshooted and resolved bugs, enhanced existing Cognos reports in Report Studio, and made adjustments to models within Framework Manager.</li><li>• Effectively resolved production issues and managed support tickets in the Cognos environment, ensuring minimal downtime and prompt resolution of problems.</li><li>• Resolved production issues and managed tickets in the Cognos environment, ensuring timely fixes and minimizing disruptions.</li><li>• Customized the Cognos Connection portal pages to enhance usability and align with business needs.</li><li>• Managed Cognos environment backups, user accounts, and data-level security, while configuring audit reports and customizing the Cognos Connection portal. Monitored and troubleshooted server performance to ensure system reliability.</li><li>• Developed and optimized Dashboard Reports to provide comprehensive summaries and insights into the environment, facilitating quick decision-making.</li><li>• Collaborated with the Business Analyst and User Interface teams to ensure the timely and accurate delivery of project documentation.</li><li>• Defined and tracked performance metrics and KPIs, using Tableau to measure the success of business initiatives.</li><li>• Managed project portfolios using tools like Microsoft Project and ServiceNow, ensuring efficient resource allocation and project tracking.</li><li>• Worked closely with the Project Manager to manage project scope, deliverables, and updates on the BA Dashboard, ensuring alignment with timelines and objectives.</li></ul>	

- Experienced in deploying Cognos reports, migrating report objects, and conducting testing across different environments for successful implementation.

## **Edward Jones, MO**

**Aug 2022 – May 2023**

### **Business Data Analyst**

- Collected, cleaned, and analyzed large datasets from various sources to provide actionable insights for business decision-making.
- Developed and maintained automated dashboards using Power BI and Tableau to track KPIs and improve business performance metrics.
- Collaborated with cross-functional teams (Finance, Marketing, IT) to gather requirements and present data-driven insights, enhancing strategic decision-making.
- Implemented predictive models using Python and R for forecasting business outcomes and identifying emerging trends.
- Ensured data accuracy, consistency, and reliability through regular data audits and resolving data discrepancies.
- Wrote complex SQL queries to extract and manipulate data for comprehensive reporting and detailed analysis.
- Created detailed process flow diagrams and business models using tools such as Visio and Lucidchart to improve operational efficiency and identify areas for improvement.
- Used JIRA and Azure DevOps to track project progress, manage backlogs, and ensure smooth Agile Sprint cycles
- Led and managed data-driven projects using Agile methodology, delivering solutions aligned with business objectives.

## **IanMartin Vadodara Consulting Pvt. Ltd, India**

**Feb 2021 – June 2022**

### **Data Specialist**

- Conducted comprehensive data sanitization of client databases using Talent Ninja to address critical security and privacy concerns.
- Managed and maintained the accuracy of client databases with Zoom Info, ensuring all records were up-to-date and reliable for business needs.
- Performed in-depth data analysis on clients' information and storage systems, identifying key trends and areas for improvement.
- Imported, transferred, and managed data within a secure infrastructure to uphold data integrity and security standards.
- Generated and filed detailed reports based on data collection, providing actionable insights and supporting data-driven decision-making.
- Managed client contact management including monitoring and recording interactions and communications through CRM (Customer Relationship Management).
- Coordinated with Project Managers, Developers, and SMEs to design, and create Work Flow Diagrams using MS VISIO.
- Leveraged expertise with JIRA to develop/manage business documents and business objects.
- Managed all business data related to supply chain operations, including planning time fences, tooling capacity, production planning, and shipping lead times.

## **DXC Technology, India**

**Sep 2019 – Jan 2021**

### **Business Analyst**

- Collaborated with stakeholders to gather and document business requirements, transforming them into technical data solutions.
- Designed and developed data-driven solutions aligned with business and application needs.
- Wrote and executed SQL queries to validate and verify data accuracy in staging and warehouse environments.
- Created advanced data visualizations, including scatter plots, box plots, bullet charts, and heat maps using Power BI and Tableau.
- Conducted data validation and testing to ensure consistency and accuracy across multiple sources.
- Managed and optimized databases to support performance improvement initiatives.
- Provided data-driven insights to support strategic decision-making and improve business performance.
- Identified opportunities to optimize business processes through data analysis and workflow improvements.

## **EDUCATION**

### **Bachelors in Computer Science**

**June 2019**

Gujarat Technological University, India

## **CERTIFICATIONS & RESEARCH PAPER**

Fundamentals of Visualization with **Tableau**

Crash Course: **Python**

**Leaders for Leaders**

**HTML5** Application Development Fundamentals

Critical Analysis, **Case Study:** Data Mining with Clustering and K-Means Clustering