

# ISHITHA RAJ ERRA

## BUSINESS ANALYST

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Location: New Jersey, USA

### SUMMARY

**Business Analyst with over 3+ years of experience** in optimizing business processes and enhancing operational efficiency in **Banking** and **Finance**. Expertise in **requirements gathering**, stakeholder engagement, and **process modeling** to drive strategic decision-making. Proficient in **SQL** for data analysis and skilled in using **Power BI** and **Tableau** for effective data visualization. Experienced in implementing cloud solutions with Microsoft **Azure** and **AWS**, improving data accessibility and collaboration.

### EDUCATION

<b>Masters in Business Administration and Management</b> Rowan University, New Jersey, USA	<b>Aug 2022 – May 2024</b>
<b>Bachelor of Commerce and Integrated Professional Program (IPP)</b> ST. Francis College for Women, Begumpet, India	<b>Jun 2019 – May 2021</b>

### SKILLS

- Methodologies:** SDLC, Agile/Scrum, Waterfall
- Documentation:** Business Requirement Documents (BRD), Functional Requirement Documents (FRD), User Stories, Process Flow Diagrams, Use Cases
- Management Tools:** MS Project, JIRA, Confluence
- Data Analysis Tools:** SQL, Power BI, Tableau, Qlik
- Design & Accounting Software:** Adobe Photoshop, QuickBooks
- Business Analysis Techniques:** Cost-Benefit Analysis, GAP Analysis, Risk Assessment, SWOT Analysis
- Cloud Technologies:** Microsoft Azure, AWS (Amazon Web Services)
- Data Handling:** Data Mapping, ETL processes, OLAP, OLTP, Data Governance
- Reporting Tools:** MS Office Suite (Excel, Word, PowerPoint), Tableau, Power BI
- Technical Skills:** Data Warehousing, Data Modeling, Query Optimization, Database Management Systems (DBMS)
- Operating Systems:** Windows, Linux

### EXPERIENCE

<b>Liberty Mutual Insurance, USA</b> <b>Business Analyst</b>	<b>Jan 2024 – Nov 2024</b>
<ul style="list-style-type: none"><li><b>Collaborated</b> with <b>stakeholders</b> to gather and document business <b>requirements</b> through facilitated workshops and interviews, resulting in effective <b>BRDs</b> and <b>FRDs</b> that align <b>banking solutions</b> with client needs and regulatory standards.</li><li>Mapped and optimized <b>financial workflows</b> using <b>Microsoft Visio</b> and <b>BPMN (Business Process Model and Notation)</b>, achieving a 30% reduction in processing time for loan applications.</li><li>Collaborated with the marketing team to create <b>visually compelling reports</b> and <b>presentations</b> using <b>Adobe Photoshop</b>, enhancing stakeholder engagement and communication of project outcomes.</li><li>Developed complex <b>SQL queries</b> for <b>data extraction, transformation, and loading (ETL) processes</b>, enhancing financial reporting accuracy by 25% and enabling real-time analytics.</li><li>Created interactive <b>dashboards</b> and <b>reports</b> in <b>Power BI</b> to visualize key performance indicators (<b>KPIs</b>) and transactional data, providing stakeholders with actionable insights for performance tracking.</li><li>Implemented <b>cloud-based data</b> solutions using <b>Microsoft Azure</b> for data storage and processing, improving data accessibility and collaboration across cross-functional teams.</li><li>Conducted comprehensive <b>risk assessments</b> using <b>SWOT</b> and <b>PESTLE</b> analysis methodologies, identifying operational vulnerabilities and recommending strategies that mitigated risk exposure by 15%.</li><li>Assisted in <b>User Acceptance Testing (UAT)</b> to ensure that system functionalities aligned with business requirements, leading to a 20% decrease in post-launch defects.</li></ul>	
<b>Mphasis, India</b> <b>Business Analyst</b>	<b>Jul 2020 – Aug 2022</b>
<ul style="list-style-type: none"><li>Led <b>requirements-gathering</b> sessions with banking stakeholders, producing detailed documentation that supported the development of a <b>Banking Management System (BMS)</b>, enhancing operational efficiency by 40%.</li><li>Analyzed large <b>structured</b> and <b>unstructured datasets</b> using <b>SQL</b> to derive insights for the design and integration of a Customer Relationship Management (<b>CRM</b>) system, resulting in a 15% increase in customer retention.</li><li>Employed <b>advanced Excel</b> techniques, including <b>pivot tables</b> and <b>macros</b>, for <b>financial modeling</b> and forecasting, providing management with actionable insights that resulted in a 30% increase in revenue.</li><li>Managed <b>ETL processes</b> using <b>SSIS</b> and <b>Azure Data Factory</b> for seamless data migration, enhancing data integrity and reporting capabilities by 35%.</li><li>Managed financial reporting and analysis through <b>QuickBooks</b>, streamlining the tracking of project budgets and expenditures, which led to a 20% reduction in project costs and improved financial transparency.</li><li><b>Designed</b> and implemented cloud-based <b>data solutions</b> using <b>AWS</b>, leveraging services like <b>S3</b> and <b>Redshift</b> to improve data storage flexibility, scalability, and performance for analytics workloads.</li><li>Conducted performance metrics analysis to evaluate the success of implemented systems, utilizing <b>Power BI</b> for <b>KPI</b> tracking and operational performance evaluation.</li><li>Fostered effective communication and <b>collaboration</b> through <b>JIRA</b> and <b>Confluence</b>, aligning project objectives and timelines, which contributed to a 20% reduction in project delays.</li><li>Developed <b>user training materials</b> and <b>technical documentation</b>, including system <b>architecture diagrams</b> and process <b>flowcharts</b>, to facilitate user adoption and support ongoing operational needs.</li></ul>	

### CERTIFICATIONS

- Completed certification on **Power BI** from **Microsoft**.