

Rushabh Jhawar

BUSINESS ANALYST

MA | (774) 519-8943 | rushabhjhawarapp@gmail.com | [Portfolio](#)

SUMMARY:

Business Analyst with 4+ years of experience delivering impactful business solutions using SDLC, Agile/Scrum, and Waterfall methodologies. Skilled in gathering and analyzing business requirements with solid expertise in creating comprehensive documentation, including Functional Requirements Documents (FRD), Business Requirements Documents (BRD), and Software Requirements Specifications (SRS). Proficient in programming languages such as C, C++, Python (Pandas, NumPy, Matplotlib, Seaborn, Scikit-learn), SQL, R, and HTML to support data-driven decision-making and process optimization. Experienced in using MS Project, MS Excel, and MS SharePoint for project management and developing insightful visualizations with Tableau and Power BI to drive executive decision-making.

EDUCATION:

Master of Science in Business Analytics

Clark University School of Management

Aug 2022 - May 2024

Bachelor of Technology in Computer Science

NMIMS University, Mumbai, India

July 2016 - May 2020

SKILLS:

Methodologies: SDLC, Agile/Scrum, Waterfall

Programming Languages: Python (Pandas, NumPy, Matplotlib, Seaborn, Scikit-learn), SQL, R, HTML

Documentation: FRD, BRD, SRS

Project Management Tools: MS Project, MS Excel, MS SharePoint

Visualization Tools: Tableau, Power BI

Analysis Skills: Cost/benefit analysis, Impact analysis, GAP analysis, Risk analysis, SWOT analysis

Tracking/Other Skills: Jira, Microsoft Visio, HP Quality Center, JAD, Rational ClearQuest, RTM, UAT

Soft Skills: Time management, Leadership, Problem-solving, Negotiation, Decision-Making, Verbal communication

Operating System: Windows, Linux

EXPERIENCE:

PNC Financial Services, MA | Nov 2023 - Current | Business Analyst

- Orchestrated cross-functional teams using Agile/Scrum methodologies, accelerating project delivery by 15% through optimized resource allocation and sprint planning.
- Utilized MS Project, MS SharePoint, and MS Excel to oversee project timelines and resources, minimizing delays by 20%.
- Designed interactive dashboards with Tableau and Power BI, improving visibility into critical metrics and enhancing decision-making speed by 30%.
- Performed advanced data analysis using Python (Pandas, NumPy, Matplotlib) and SQL, raising decision-making accuracy by 25%.
- Facilitated JAD sessions and directed UAT, increasing client satisfaction by 15% by ensuring alignment with business requirements.

HDFC Bank Ltd, Mumbai, India | May 2020 - Apr 2022 | Functional Business Analyst

- Conceptualized and delivered customized solutions for Government taxation requirements, boosting operational efficiency from 79% to 91%.
- Led a team of 25 in creating automation tools using SoftCo, successfully integrating these across the bank's net banking platforms.
- Advanced Agile project delivery by contributing to six sprints, leading to a 15% improvement in on-time project completion.
- Directed the SDLC process, ensuring meticulous BRD, FSD, and UAT documentation for smooth production testing.

ONGC, Mumbai, India | Jan 2018 - Dec 2019 | Data Analyst

- Resolved performance bottlenecks by conducting network monitoring and configuring security systems to safeguard critical data and ensure uninterrupted operations.
- Optimized operational efficiency by 87% by applying advanced SQL tuning methodologies in complex business scenarios.
- Spearheaded a database migration from Teradata to Redshift, slashing migration time by 70% and significantly enhancing data analysis capabilities.

CERTIFICATION:

Agile

Scrum

SAS Business Analytics