

PROFESSIONAL SUMMARY

- Over 4 years of experience as a Business Analyst specializing in data analytics, business intelligence, and process optimization to drive improved business outcomes.
- Proficient in SQL, Power BI, and Tableau, with extensive experience translating complex datasets into actionable insights that support high-impact strategic decisions.
- Demonstrated strong project management abilities, effectively leading projects from initiation to completion using Agile and Scrum methodologies.
- Recognized for technical expertise across diverse industries, delivering consistent, reliable results that enhance operational efficiency and data accuracy.
- Skilled at collaborating with cross-functional teams and stakeholders to align data-driven strategies with business goals and objectives.

TOOLS AND TECHNOLOGIES:

Database Management	SQL, MS SQL Server, SSMS, Visual Studio
Data Integration	SSIS, Informatica, Azure Blob Storage
Data Reporting	SSRS, Tableau, Power BI, AWS QuickSight
Predictive Analytics	Python, R, SAS, MATLAB
Data Visualization	Tableau, Power BI, D3.js, AWS QuickSight
Statistical Analysis	Python, R, SAS, MATLAB
Project Management	JIRA, Confluence, Agile/Scrum, Microsoft Teams
Documentation	Comprehensive documentation across all roles
Collaboration Tools	Microsoft Teams, SharePoint, Git
Process Modeling	Lucidchart, Microsoft Visio, BPMN

PROFESSIONAL EXPERIENCE

Role: Business Analyst

Client: Huntington Bank, Columbus, OH.

May 2024 to Present

Responsibilities:

- Developed and documented technical specifications and analyzed business requirements within JIRA to ensure alignment with organizational goals and project objectives.
- Identified and implemented solutions to enhance system functionality, leveraging SQL and technical specification documentation for accuracy and performance improvements.
- Managed and optimized SQL database performance to align with evolving business needs, employing advanced SQL techniques.
- Created and validated testing protocols to ensure feature reliability and functionality, utilizing SQL and JIRA for tracking and analysis.
- Employed JIRA for project milestone tracking and development task management, ensuring timely, coordinated project delivery.
- Produced comprehensive technical and user documentation, streamlining project team onboarding and enhancing stakeholder understanding via Confluence.
- Illustrated complex technical workflows using Microsoft Visio, boosting project clarity and aiding cross-functional team collaboration.
- Standardized and visualized business processes using BPMN within Lucidchart, driving improvements in business operations.
- Facilitated Agile/Scrum ceremonies and project meetings, ensuring alignment with strategic objectives, using Microsoft Teams for coordination.
- Generated actionable financial and project reports with Power BI, delivering insights that directly influenced strategic decision-making.

- ✦ Led requirements refinement sessions with IT and business teams to ensure accuracy in project specifications.
- ✦ Developed and distributed user training and support materials to improve system adoption and usability.
- ✦ Oversaw the integration of SharePoint to centralize project documentation and facilitate collaborative work, enhancing team productivity.
- ✦ Conducted regular project review sessions with stakeholders via Microsoft Teams, maintaining project alignment with goals and expectations.
- ✦ Led requirements gathering sessions to capture and document functional needs, using BPMN to clarify process flows.
- ✦ Ensured data integrity and accuracy in project deliverables through rigorous validation and SQL-based testing protocols.
- ✦ Streamlined stakeholder communication to improve information flow, fostering clear and timely exchanges.
- ✦ Monitored project progress against timelines and budgets, using JIRA for precise tracking and risk management.
- ✦ Enhanced project visibility with workflow visualizations and process improvements in Lucidchart.
- ✦ Applied advanced data analysis techniques with SQL and Power BI to support data-driven business strategy development.
- ✦ Supported user acceptance testing to ensure product quality, coordinating efforts through Microsoft Teams.
- ✦ Maintained thorough project documentation, ensuring consistency and accessibility for future reference in Confluence.
- ✦ Engaged in continuous process improvement initiatives, applying Agile methodologies to enhance business and technology processes.
- ✦ Created training materials for user adoption, using PowerPoint presentations to support smooth technology transitions.
- ✦ Built and managed stakeholder relationships, securing project buy-in and facilitating successful outcomes.

Tools & Environment: JIRA, SQL, Confluence, Microsoft Visio, Lucidchart, Power BI, Microsoft Teams, BPMN, SharePoint, PowerPoint

Role: Business Analyst

Client: BCBS,(TCS) India.

Jul 2021 to Dec 2022

Responsibilities:

- ✦ Conducted in-depth statistical analysis using R to inform the design of new insurance policies and operational practices.
- ✦ Created advanced, interactive dashboards in Tableau for strategic presentations to senior management and stakeholders, enabling data-driven decision-making.
- ✦ Managed large datasets with HDFS to improve data processing capabilities, supporting comprehensive analysis and reporting needs.
- ✦ Automated and optimized data workflows for Claims and Case Management processes, significantly reducing manual intervention and improving the timeliness and accuracy of reporting for healthcare clients.
- ✦ Led data exchange initiatives involving healthcare and clinical data (Claims, Membership, Benefits, Utilization Management/Case Management) to streamline communication between stakeholders, ensuring seamless integration and reporting.
- ✦ Developed and implemented data models for clinical data analysis, focusing on improving the accuracy and efficiency of Claims, Membership, and Benefits data processing for key healthcare programs.
- ✦ Developed and implemented scalable data warehousing solutions using Snowflake, addressing expanding data storage requirements.
- ✦ Integrated AWS QuickSight for real-time business intelligence reporting, delivering insights into customer behaviour and emerging trends.
- ✦ Utilized Git for version control to ensure consistency and traceability in collaborative projects.
- ✦ Led Agile and Scrum sessions to meet critical project deadlines, improving project management and on-time delivery.
- ✦ Authored extensive documentation to standardize insurance processes and ensure compliance with industry regulations.
- ✦ Conducted requirements analysis to design and implement insurance solutions that aligned with business goals.
- ✦ Collaborated closely with stakeholders to refine data strategies and align them with corporate objectives.

- ✦ Facilitated requirements gathering sessions, ensuring thorough understanding and documentation of project scopes.
- ✦ Developed and maintained secure, scalable databases to support insurance operations and data analytics.
- ✦ Ensured compliance with industry standards through rigorous testing and validation of data solutions.
- ✦ Led cross-functional teams to deliver projects within deadlines and budgets, enhancing team collaboration and productivity.
- ✦ Monitored and reported project progress to senior management, maintaining transparency and accountability.
- ✦ Assessed project outcomes and facilitated feedback sessions to identify areas for improvement.
- ✦ Coordinated with technology teams to ensure infrastructure stability, supporting uninterrupted project execution.
- ✦ Contributed to user training and adoption strategies, enhancing system usability and engagement.
- ✦ Maintained accurate, compliant project documentation in line with regulatory and corporate standards.
- ✦ Performed detailed data analysis to support strategic decisions, utilizing advanced tools and methodologies.
- ✦ Led the development of comprehensive reporting systems to aid business operations and strategic planning.
- ✦ Employed R for advanced statistical analysis and data modelling, enabling complex data manipulation.
- ✦ Created dynamic data visualizations using AWS QuickSight and Tableau to support informed decision-making.

Tools & Environment: *R, Tableau, HDFS, Snowflake, AWS QuickSight, Git, Agile/Scrum, regulatory compliance frameworks*

Role: Business Analyst

Client: *iGATE Global Solutions Limited, India*

Aug 2020 to Jun 2021

Responsibilities:

- ✦ Leveraged advanced SQL techniques to analyze business data trends, generating actionable insights that directly influenced strategic decision-making and operational efficiency.
- ✦ Developed and implemented complex statistical models in MATLAB, improving the precision of business forecasts and enhancing predictive analytics capabilities.
- ✦ Designed and delivered interactive business dashboards using Tableau, enabling stakeholders to visualize key performance metrics and make data-driven decisions.
- ✦ Utilized SQL and Python to process and analyze large datasets, uncovering meaningful business insights that contributed to operational improvements and strategic initiatives.
- ✦ Coordinated with cross-disciplinary teams to drive project success, ensuring seamless collaboration and effective execution of business goals.
- ✦ Led requirement gathering sessions with business stakeholders, ensuring clear communication of project objectives and deliverables, and utilizing Microsoft Excel for analysis and documentation.
- ✦ Applied Python to perform in-depth statistical analyses, enhancing data processing efficiency and generating valuable insights for business optimization.
- ✦ Maintained precise documentation throughout the project lifecycle, ensuring all processes, insights, and decisions were thoroughly recorded for future reference.
- ✦ Spearheaded the gathering of data requirements and project scoping activities, using SQL and Tableau to ensure accurate data capture and alignment with business objectives.
- ✦ Employed SAS to conduct advanced data manipulation and statistical analysis, delivering in-depth insights on complex datasets and business trends.
- ✦ Created dynamic, interactive data visualizations using D3.js, improving user engagement and providing intuitive, actionable insights for stakeholders.
- ✦ Facilitated alignment between business and technical teams, fostering collaboration and ensuring business strategies were supported by robust technology solutions.
- ✦ Delivered actionable business recommendations based on advanced data analysis and predictive modelling, supporting leadership in making informed strategic decisions.
- ✦ Contributed to business intelligence solutions, integrating predictive analytics and data modelling to support strategic decision-making across the organization.

- ◆ Implemented innovative data solutions using cutting-edge technologies to optimize business operations, streamline processes, and support key strategic initiatives.

Tools & Environment: *SQL, MATLAB, Tableau, Python, Microsoft Excel, SAS, D3.js*

EDUCATION:

- ◆ **Master's in management – Healthcare Administration, 2024.**
Indiana Wesleyan University, USA.