Shradha Siddam Shetty

Business Analyst

+1 (617) 238-8722 | shradha@jobittech.com | LinkedIn

SUMMARY

- Business Analyst with over 4 years of experience, specializing in business process analysis, requirements gathering, and data-driven decision-making.
- Proficient in developing comprehensive Business Requirements Documents (BRD), Functional Requirements Documents (FRD), and System Requirements Specifications (SRS), as well as creating Use Case Diagrams, Process Flows, and Requirements Traceability Matrices (RTM).
- Expertise in Agile, Waterfall, and Scrum methodologies, with a strong understanding of SDLC, and hands-on experience using tools such as Jira, Confluence, MS Project, and SharePoint to manage and streamline project workflows.
- Skilled in data analysis and visualization using Tableau, Power BI, SQL, Python, and advanced Excel techniques like Pivot Tables, VLOOKUP, and Macros.
- Adept at conducting GAP, Cost-Benefit, Risk, SWOT, and Impact Analysis to drive business improvements and identify areas for optimization.
- Proven ability to facilitate requirement elicitation, prioritize stakeholder needs, and deliver effective presentations through tools like Figma, Lucid chart, and Rational Rose.
- Experienced with cloud technologies including AWS, Microsoft Azure, and GCP, and proficient in version control using Git, GitHub, and GitLab.
- Strong communicator with excellent critical thinking, problem-solving, and time management skills, enabling effective cross-functional collaboration and successful project delivery.

SKILLS

Business Analysis & Documentation: Business Requirements Documents (BRD), Functional Requirements Documents (FRD), System Requirements Specifications (SRS), Use Case Diagrams, Process Flows, Requirements Traceability Matrix (RTM), User Acceptance Testing (UAT).
Project Management & Methodologies: Agile, Waterfall, Scrum, SDLC, Jira, Confluence, MS Project, SharePoint.
Data Analysis & Visualization: Tableau, Power BI, MS Excel (Pivot Tables, VLOOKUP, Macros), SQL, Python.
Stakeholder Communication & Collaboration: Requirement elicitation and prioritization, stakeholder workshops, presentations, Figma, Rational Rose, Lucid chart.
Analysis Techniques: GAP Analysis, Cost-Benefit Analysis, Risk Analysis, SWOT Analysis, Impact Analysis.
Cloud Technologies & Platforms: Amazon Web Services (AWS), Microsoft Azure, Google Cloud Platform (GCP), DataBricks.
Version Control & Documentation: Git, GitHub, GitLab.
Soft Skills: Critical Thinking, Problem-Solving, Communication, Cross-Functional Collaboration, Time Management.

EXPERIENCE

Cigna Healthcare Group   **January 2024 – Present**
Business Analyst   USA

- Led the analysis and documentation of business requirements, developing comprehensive BRDs, FRDs, and SRS to ensure alignment with business objectives and technical specifications.
- Spearheaded the development of KPIs and dashboards using Tableau and Power BI, enabling data-driven decision-making and driving operational improvements across business units.
- Collaborated with cross-functional teams, including Sales, Marketing, Finance, and IT, to implement business process automation using tools such as Power BI and MS Project, resulting in improved productivity and efficiency.
- Conducted User Acceptance Testing (UAT) to validate system functionality, ensuring that end-user requirements were met and aligning with business objectives.
- Facilitated requirement elicitation sessions with stakeholders across multiple departments, using techniques like GAP Analysis, Cost-Benefit Analysis, and Risk Analysis to identify process inefficiencies and recommend actionable solutions.
- Managed Agile and Waterfall project methodologies, utilizing Jira and Confluence to track progress, manage sprints, and ensure timely delivery of projects within scope and budget.
- Utilized cloud platforms like AWS and Azure to design scalable solutions, ensuring secure and efficient storage and processing of business-critical data.
- Played a key role in the development of the Requirements Traceability Matrix (RTM), ensuring that all project deliverables were aligned with business requirements and tracked throughout the project lifecycle.

Value Momentum   July 2019 – June 2022
Business Analyst   Hyderabad, India

- Actively participated in Agile ceremonies, including sprint planning and retrospectives, to enhance team collaboration and optimize project delivery timelines.
- Utilized SQL and data visualization tools like Tableau to develop key performance indicators (KPIs) for ERP systems, providing actionable insights to drive strategic decision-making and improve operational efficiency across various business units.
- Conducted data analysis on a workforce of 3,500 employees, applying GAP Analysis and Root Cause Analysis to refine skill pool tracking, resulting in a 40% increase in bench workforce utilization.
- Led a cross-functional team of five to collaborate with Sales, Marketing, and Finance departments on a Power BI automation project, using MS Project for effective planning, which significantly improved process efficiency across key business functions.
- Designed and implemented AWS S3 storage solutions for streamlined employee data management, enhancing skill pool tracking and contributing to a 40% boost in bench workforce utilization.

Parallax Pros   June 2018 – December 2018
Business Analyst   India

- Assisted in gathering and documenting business requirements through workshops and stakeholder interviews, creating clear and concise BRDs and FRDs to support development efforts.
- Supported the development and maintenance of Process Flows and Use Case Diagrams to visualize business processes and system interactions.
- Applied basic analysis techniques such as GAP Analysis and SWOT Analysis to evaluate current business processes and identify areas for improvement.
- Contributed to the creation of data reports and visualizations using Tableau and Power BI, assisting in tracking key performance indicators and supporting decision-making.
- Utilized SQL and Excel (Pivot Tables, VLOOKUP, Macros) to analyze data, generate reports, and identify trends for business performance analysis.
- Collaborated with senior team members in project management tasks, using MS Project and SharePoint to track project timelines, deliverables, and communication across teams.
- Participated in User Acceptance Testing (UAT), assisting in creating test cases, executing tests, and documenting results to ensure systems meet business needs.
- Worked closely with cloud technologies such as AWS and GCP, supporting data management efforts and cloud-based projects.
- Supported the creation and maintenance of version control systems (Git, GitHub), ensuring that documentation and code changes were tracked and properly managed.

EDUCATION

Northeastern University   September 2022 – March 2024
Masters in Professional Studies in Data Analytics   Boston, MA

CERTIFICATION

- **AWS Cloud Practitioner**
- **Six Sigma Green Belt**
- **Scrum Master**
- **SAFe® Agilist.**