

MONARCH PATEL

Business Analyst

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SUMMARY

Business Analyst with 3+ years of experience in **SDLC, Agile/Scrum, and Waterfall methodologies**, proficient in **BRD, FRD, and SRS documentation** using **MS Visio, Jira, and Confluence**. Skilled in data analysis with **Spotfire, Tableau, Power BI, Salesforce, and SQL**, and experienced in **project management** and team collaboration using **Monday.com**. Managed projects with **MS Project** and **Excel**, improving operational efficiency. Expertise includes **GAP analysis, SWOT analysis, and cost/benefit analysis**, with strong **leadership, problem-solving, and decision-making** capabilities delivered results in **CRM, project management, and business intelligence**.

SKILLS

Methodologies: SDLC, Agile/Scrum, Waterfall
Documentation: FRD, BRD, SRS
Project Management Tools: MS Project, MS Excel, MS SharePoint, SQL
Business Intelligence & Visualization Tools: Spotfire, Tableau, Power BI
Analysis Skills: Cost/benefit analysis, Impact analysis, GAP analysis, Risk analysis, SWOT analysis
Project Management & Collaboration: Monday.com
Tracking/Other Skills: Jira, Microsoft Visio, HP Quality Center, JAD, RTM, Confluence, Figma, CRM, UML
Soft Skills: Time management, Leadership Negotiation, Documentation and Presentation, Verbal communication
Operating System: Windows, Linux

EDUCATION

Master in Management Information System The University of Texas at Arlington, TX	Aug 2022 – May 2024
Bachelor in Information Technology MIT College of Engineering, Pune	July 2013 – May 2020

EXPERIENCE

BlackRock, TX | Nov 2023 – Current | Business Analyst

- Conducted financial analysis using MS Excel, including budgeting, forecasting, and variance analysis within the SDLC framework to identify key trends, risks, and opportunities.
- Developed and implemented financial models and tools using SQL, Power BI, and Tableau to support decision-making, improving accuracy and efficiency.
- Collaborated with cross-functional teams following Agile/Scrum methodologies to gather business requirements and create BRD, FRD, and SRS documentation for system enhancements.
- Performed market research and analysis in the LTCI market, utilizing Spotfire for data visualization, directly informing ADH, HHA, and ALF product offerings at Genworth.
- Evaluated and recommended process improvements, streamlining financial operations using MS SharePoint, reducing manual efforts by 30%, and leveraging GAP analysis and SWOT analysis.
- Analyzed large datasets related to LTCI claims and customer behavior, identifying market opportunities and challenges through impact analysis, Jira, and Confluence.
- Led cost-benefit analyses and risk analysis for potential investments, providing insights to senior management and utilizing HP Quality Center and JAD sessions for strategic decision-making.
- Managed financial systems and software implementation using MS Project and Visio, ensuring seamless integration and user adoption within Waterfall project management.
- Provided data-driven insights using Spotfire and Figma, aligning long-term care insurance products with market needs, resulting in a 20% increase in customer satisfaction.

Orion Technolab., India | Dec 2019 - July 2022 | Business Analyst

- Managed software development projects using the Waterfall methodology, ensuring completion of each phase according to schedule, leading to improved project timelines and stakeholder confidence.
- Created detailed project documentation (FRD, BRD, SRS) that established precise requirements and guided development processes.
- Used MS Project for scheduling and MS Excel for tracking budgets, improving project management accuracy by 20%.
- Built data-driven reports in Tableau and Power BI, providing insights that boosted process efficiency by 15%.
- Integrated CRM systems with POS platforms, enhancing customer data access and enabling real-time sales tracking, improving service quality and sales performance.
- Designed RESTful APIs to streamline system integration, enhancing data transfer and system compatibility across departments.
- Conducted thorough testing (UAT, Black Box, End-to-End) to ensure software met operational requirements and performed as expected.
- Led data warehouse optimization efforts, improving data retrieval and reporting accuracy by 25%.
- Collaborated across teams to align project goals and effectively communicated complex project details to technical and non-technical stakeholders.