Abhinav Peter Chang
Business Analyst

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SUMMARY

Results-driven Business Analyst with over 4 years of experience in optimizing processes and delivering cost-saving solutions for Fortune 500 companies. Proficient in a range of methodologies including SDLC, Agile, Waterfall, and Scrum, enabling effective project execution and stakeholder engagement. Skilled in gathering requirements and creating comprehensive documentation such as FRDs, BRDs, and SRS, alongside developing user stories to align business needs with technical solutions. Strong analytical capabilities with expertise in cost/benefit analysis, risk assessment, SWOT analysis, and gap analysis. Experienced in utilizing advanced tools like Tableau, Power BI, and MS Excel for data visualization, complemented by proficiency in Python, R, and SQL for data management. Adept at project management using MS Project and SharePoint, with hands-on experience in tracking tools like Jira and HP Quality Center. Committed to leveraging data-driven insights to streamline processes and enhance decision-making across cross-functional teams.

SKILLS

Methodology:	SDLC, Agile, Waterfall
Language:	SQL, Python, R, MATLAB
Documentation:	FRD, BRD, SRS, User Stories
Project Management Tools:	MS Project, MS Outlook, Excel, PowerPoint, MS SharePoint
Packages:	NumPy, Pandas, Matplotlib, Seaborn, SciPy, ggplot2
Analysis Skills:	Cost/Benefit Analysis, Impact Analysis, Risk Analysis, SWOT Analysis, GAP Analysis
Visualization Tools:	Tableau, Power BI, MS Excel
Databases:	MySQL, SQL Server, Databricks, Spark SQL
Other Skills:	AWS RDS, Data Cleaning, Data Wrangling, Critical Thinking, Communication Skills, Presentation Skills, Adobe Analytics, Problem-solving, Statistics, Confluence, UAT, RTM, JAD, Jira, Mural

EXPERIENCE

Business Analyst   May 2024 – Present
State Street | USA

- Spearheaded the development and documentation of comprehensive Business Requirements Documents (BRDs) and functional specifications for a new ERP system, ensuring seamless alignment with overarching business objectives.
- Conducted thorough GAP analyses to pinpoint disparities between current and desired states, resulting in the identification of key areas for improvement, leading to a good reduction in turnaround time with a good increase in productivity.
- Leveraged Power BI's robust techniques to adeptly communicate intricate financial data to both internal and external stakeholders, achieving an impressive success rate.
- Analyzed and interpreted complex Sales datasets to identify trends, patterns, and opportunities for process improvement and cost optimization with a success rate of 90% in providing actionable insights to management and stakeholders.
- Reduced reporting task time by 50% by developing automation workflows in Power Automate.
- Created instruction manuals & process documentation for 500+ employees, facilitating clear communication and smooth onboarding.
- Conducted A/B testing for website layout changes, resulting in a 20% conversion rate increase and a 10% bounce rate decrease.

Business Analyst   March 2023 – April 2024
HCA Healthcare | USA

- Conducted SWOT Analysis and Risk Assessments to identify potential gaps and areas for improvement within existing processes.
- Facilitated Generation of Product Requirement Documents (PRDs) and created user stories and specifications for clear communication of project features.
- Planned and executed project phases while ensuring adherence to budgets and timelines.
- Monitored and Tracked Key Performance Indicators (KPIs) and analyzed project performance against benchmarks and recommend iterative improvements.
- Utilized Alteryx for Data Blending and Analysis and streamline data preparation processes, aiming for a 35% reduction in analysis time.
- Executed intricate SQL queries to uncover valuable patterns for process improvement.

- Implemented recommendations leading to a 15% increase in user engagement post-launch.
- Achieved a 20% improvement in process effectiveness and a 20% increase in stakeholder satisfaction through data analysis

Business Analyst | **May 2018 – September 2021**
Experion Technologies | **India**
- Crafted BRDs for 2-3 projects outlining business needs, objectives, and success criteria, providing a roadmap for project development and implementation, leading to an improvement in project clarity by 15%.
- Managed project resources within MS Project, tracking resource utilization, availability, and allocation, ensuring optimal resource distribution for project deliverables, and reducing resource-related delays by 12%.
- Collaborated with teams including engineers, designers, and marketers to document the process of conceptualization, design, and development of the wearable project, enhancing the project development cycle by 10%.
- Accompanied comprehensive cost/benefit analysis to assess the financial viability of projects, evaluating potential costs and benefits to aid decision-making processes and improved project ROI by 15%.
- Led in-depth market research to identify emerging trends, customer needs, and competitive landscapes, providing valuable insights for project development strategies, hence improving market positioning by 20%.
- Designed and implemented Power BI dashboards, transforming raw data into comprehensive visual reports for data-driven decision-making, refining reporting efficiency by 18%.
- Managed project tasks and tracked issues using Jira, ensuring project progress visibility and collaborating with teams via HP Quality Center for effective test management, thus reducing project bottlenecks by 20%.

EDUCATION
Master in Business Analytics (MS) | **May 2024 – Present**
Trine University Angola | Indiana, USA

Master in Project Management (MS) | **September 2021 – April 2023**
Northeastern University Boston | Massachusetts USA

Bachelor in Electrical and Electronics Engineering | **September 2015 – May 2019**
AKTU | Lucknow, India

CERTIFICATIONS
Introduction to Data Analytics SQL for Data Science with R
Assessment for Data Analysis and Visualization Foundation Business Analysis Process
Data Visualization and Dashboards with Excel and Congo Excel Basics for Data Analysis
Introduction to R Programming for Data Science