

# Biren Desai | Business Analyst

[biren@jobitmail.com](mailto:biren@jobitmail.com) | +1 (551) 260 4384 | Jersey City, NJ

## SUMMARY

Results-driven Business Analyst with over 4+ years of experience in analyzing business needs and delivering actionable insights in fast-paced environments. Proficient in gathering and documenting requirements, developing comprehensive Business Requirement Documents (BRDs) and Functional Requirement Documents (FRDs) to align projects with business objectives. Experienced in utilizing Agile methodologies to manage project timelines and enhance team productivity. Possesses strong analytical skills with expertise in GAP analysis, cost-benefit analysis, and impact analysis, identifying opportunities for operational improvements. Skilled in data visualization and reporting using Tableau and Power BI, enabling informed decision-making based on key performance indicators (KPIs).

## TECHNICAL SKILLS

**Methodologies:** SDLC, Agile (Scrum, Kanban), Waterfall, Lean Six Sigma

**Programming Languages:** SQL, Python

**Documentation:** JIRA, Confluence, FRD, BRD, User Stories, Test Cases, Use Cases

**Visualization & Reporting Tools:** Power BI, Tableau, Microsoft Power Query

**Project Management & Collaboration Tools:** MS Project, JIRA, Trello, Smart sheet, Monday.com

**Analysis Skills:** Cost-Benefit Analysis, Impact Analysis, GAP Analysis, SWOT Analysis, Risk Analysis, Root Cause Analysis

**Diagramming & Process Modeling Tools:** Microsoft Visio, Lucid chart, BPMN, UML, Microsoft Office Suite

**ERP & CRM Systems:** SAP ERP, Oracle ERP, Salesforce, Microsoft Dynamics

**Automation & Data Integration:** API Integration, Data Migration, RPA – UiPath, Blue Prism, Automation Anywhere

**Wireframing & Prototyping Tools:** Balsamiq, Axure RP

**Cloud & Data Platforms:** AWS, Azure, Google Cloud Platform (GCP)

**Soft Skills:** Stakeholder Management, Negotiation, Leadership, Time Management, Problem-Solving, Decision-Making, Verbal Communication, Documentation and Presentation, Cross-Functional Team Collaboration

## EXPERIENCE

### Capital One – USA

Mar 2024 - Current

#### Business Analyst

- Collaborated with cross-functional teams to gather and analyze requirements for a digital banking platform, enhancing user satisfaction by **30%** through streamlined access to credit card, auto loan, and savings account services.
- Authored comprehensive **Business Requirement Documents (BRDs)** and **Functional Requirement Documents (FRDs)**, ensuring project scope and objectives met **stakeholder** expectations and regulatory compliance.
- Managed project timelines using **Agile** methodologies, leading daily stand-ups and sprint planning sessions, resulting in a **20%** improvement in team productivity.
- Conducted cost-benefit analysis for new product offerings, driving informed decision-making that contributed to a **25%** increase in product adoption rates.
- Developed and implemented interactive dashboards using **Tableau** to visualize **KPIs** for credit card transactions, leading to a **15%** increase in transaction approval rates.
- Facilitated **user acceptance testing (UAT)** by creating test cases and conducting training sessions, achieving a **95%** success rate during the first round of testing for new system enhancements.
- Led **stakeholder** meetings to gather feedback and perform impact analysis on proposed changes, ensuring alignment with strategic business goals and user requirements.
- Maintained detailed project documentation, including **user stories** and **use cases**, which enhanced communication and clarity across teams, reducing project misunderstandings by **40%**.

### Citius Tech – India

Nov 2018 - Jul 2022

#### Business Analyst

- Supported the implementation of a healthcare management system integrating **electronic health records (EHR)**, improving patient data access for medical staff and reducing administrative workload by **25%**.
- Assisted healthcare providers in gathering requirements and performing **GAP analysis** on existing systems, identifying key improvement areas that enhanced patient care efficiency.
- Conducted workshops with stakeholders to define project scope and develop user stories, ensuring alignment with clinical needs and regulatory compliance.
- Created wireframes and prototypes using **Balsamiq** and **Axure RP**, facilitating stakeholder feedback and iterative design improvements for patient management workflows.
- Analyzed operational processes with **Lean Six Sigma** methodologies, identifying waste and streamlining workflows, which led to a **15%** reduction in process times across departments.
- Developed and presented data visualizations and reports using **Microsoft Power Query** to support decision-making for healthcare strategies and resource allocation.
- Participated in training sessions for end-users, documenting training materials and conducting follow-ups, resulting in a **90%** satisfaction rate from participants.

## EDUCATION

### Master of Management Sciences and Quantitative Methods

May 2024

Saint Peter's University – Jersey City, NJ