

WASHIQUIR RAHMAN

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SUMMARY

Business Analyst with over 3+ years of experience in analyzing product performance, improving operations, and supporting decision-making through data analysis. Proficient in Agile and Waterfall methodologies, SQL for data manipulation, and creating BI dashboards for tracking key metrics. Experienced in gathering requirements, improving processes, and working with cross-functional teams to deliver practical business solutions. Skilled at using data insights to inform strategies and enhance operational efficiency.

PROFESSIONAL EXPERIENCE

Northern Trust

OH, USA

Business Analyst

May 2024 - Current

- Conducted Product Analytics and Cohort Analysis using SQL and Power BI, leveraging AWS Glue to manage data transformation and loading, facilitating KPI tracking and customer behavior analysis, resulting in a 20% increase in product adoption.
- Developed and maintained BI dashboards in Power BI with DAX formulas and AWS Lambda integration for real-time KPI monitoring and insights, improving data accessibility and reducing report creation time by 25%.
- Led Joint Application Development (JAD) sessions and requirements workshops to capture detailed business requirements and align stakeholders on project goals, translating these into technical specifications for the data engineering team.
- Conducted in-depth GAP Analysis, SWOT Analysis, and Root Cause Analysis to assess system performance, identify improvement opportunities, and develop actionable strategies.
- Monitored business KPIs and engagement metrics to inform product strategy and customer retention efforts, aligning data-driven decisions with business objectives.
- Created data visualizations and data storytelling for cross-functional stakeholders, using Power BI to support executive decision-making by illustrating trends and patterns in customer data.
- Authored detailed BRDs, FRDs, and Process Flows to ensure a shared understanding of requirements and streamline project delivery, maintaining a Requirements Traceability Matrix (RTM) to ensure requirements compliance.
- Conducted User Acceptance Testing (UAT) to validate data accuracy, consistency, and compliance, ensuring that BI dashboards meet business and functional requirements, reducing data inconsistencies by 20%.

Leadsoft Bangladesh Ltd.

Dhaka, Bangladesh

Business Analyst

May 2019 – Dec 2021

- Conducted Operational Analytics and process mapping with Tableau and AWS Redshift, using SQL-based models to track KPIs, identify bottlenecks, and improve operational workflows by 15%.
- Utilized AWS Redshift and SQL for complex data querying and data modeling, enabling high-performance analysis that provided actionable insights to support senior leadership decisions.
- Facilitated JAD sessions with stakeholders to capture functional requirements and collaborated on creating BRDs, FRDs, User Stories, and Use Cases to clearly document business and system requirements.
- Performed GAP Analysis, SWOT Analysis, and Cost-Benefit Analysis to identify and prioritize operational improvements, enabling process optimizations and enhancing efficiency by 25%.
- Created Tableau visualizations for senior leadership, integrating data from AWS Redshift to provide clear, high-level insights into operational metrics, improving insight delivery speed by 10 hours monthly.
- Standardized KPI definitions and established BI reporting protocols across departments, promoting consistent data use and alignment on business goals.
- Conducted UAT sessions to ensure accuracy and adherence to business requirements in dashboards and reports, improving data reliability and reducing rework.

EDUCATION

The University of Findlay

Master of Business Administration

Findlay, OH

Jan 2022 – May 2024

University of Dhaka

Bachelor of Business Administration

Dhaka, Bangladesh

Jan 2016 – June 2020

SKILLS

- Business Analysis:** Requirements Gathering, GAP Analysis, SWOT Analysis, Root Cause Analysis, Cost-Benefit Analysis, Predictive Analytics, User Engagement Metrics, Product Lifecycle Management
- Documentation:** BRD, FRD, User Stories, Use Cases, Process Flows, Mockups, Requirements Traceability Matrix (RTM)
- Data Management:** Data Modeling, ETL Pipelines, Data Transformation, AWS Redshift, AWS Glue
- Programming:** SQL, Python
- Data Visualization:** Power BI, Tableau, KPI Dashboards, Data Storytelling
- Technical Analysis:** Segmentation, Time Series Analysis, Trend Analysis
- Methodologies:** Agile (Scrum), Waterfall, SDLC, Lean Principles, Change Management, UAT
- Tools:** JIRA, Confluence, MS Project, MS Teams, SharePoint, Visio, Figma