NITISH TIWARI
BUSINESS DATA ANALYST

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SUMMARY

- Experienced business analyst with 5+ years of proven success in delivering data-driven insights and process improvements.
- Expertise in business requirements gathering, analysis, and process modeling.
- Proficient in Agile-Scrum and Waterfall methodologies, adapting to project needs.
- Expert in requirements elicitation, brainstorming sessions, and JAD workshops.
- Strong documentation skills: Use Stories, Use Cases, BRDs, FRDs, and SRS.
- I am skilled in creating UML diagrams for visual representation of systems.
- Proficient in SQL for data extraction and analysis.
- Experienced in data visualization using Tableau (Tableau Desktop, Tableau Server, and Tableau Reader).
- Proficient in Salesforce Marketing Cloud and Adobe AEM.
- Proficient in extracting data by composing complex SQL queries for analyzing and creating workbooks and dashboards using Tableau, which includes tools like Tableau Desktop, Tableau Server, and Tableau Reader.
- Effective in creating interactive visualizations, dashboards, and reports leveraging Power BI for strategic business solutions.
- Trained in conducting Cost-Benefit Analysis, GAP Analysis, Risk Analysis, Impact Analysis, and SWOT Analysis.
- Proficient in writing project documentation such as Business Requirements Document (BRD), Functional Requirement Document (FRD), System Requirement Specifications (SRS), and Use Case Specifications and expertise in Salesforce, ERP, and CRM systems.
- Proficient in creating and managing Requirement Traceability Matrix (RTM) for tracking and managing changes based on project's evolving needs.
- Working knowledge of creating test cases using HP Quality Center and participated in QA and User Acceptance Testing (UAT).
- Skilled in using various elicitation techniques, including interviews, surveys, and document analysis, to gather and document detailed project requirements.
- Proficient in SharePoint development with InfoPath and SharePoint Designer creating custom lists, libraries, workflows, and forms.
- Ability to create defect tracking using HP Quality Center and Jira and review them in subsequent iterations of the application development process, and act as a liaison for engagement with management, development team, and clients.

EXPERIENCE

Business data Analyst | HCA Healthcare, USA   Jul 2022 - Current

- Understand campaign business requirement documents based on client discovery/intake.
- Scrum meetings were actively conducted and ensured all agile project techniques were used to accomplish the tasks based on the deadlines.
- As a Marketing Business Analyst II, Conducted A/B testing on subject lines, email layouts, and CTAs, resulting in a 15% increase in email open rates and a 25% increase in click-through rates.
- Collaborated with stakeholders to define business and technical requirements for AWS migration.
- Supported the migration of on-premise applications to AWS using services like AWS Application Migration Service, EC2, RDS, and S3, and conducted current state analysis to assess cloud readiness.
- Played a key role in process improvement initiatives, applying Six Sigma methodologies to reduce defects by 15% in a critical workflow, and documenting and logging defects using GitHub and JIRA, helping developers to reproduce bugs.
- Liaise with internal business clients in order to establish and document implementation requirements, develop use cases to document requirements.
- Maintaining excellent working knowledge of the digital strategy low-code product offering to perform expert subject matter activities. Consultancy, implementation, configuration, and demonstrations.
- Analyze and document data mapping from source systems to the Digital Strategy solution and onward data outputs for internal business client implementations.
- Collected requirements (using) Brainstorming, Document analysis, Focus Groups, Interface analysis, Interviews, JAD, prototyping, survey, reverse engineering.

Graduate Assistant—SUNY Oswego, New York, USA   Feb 2021- Feb 2022

- Assisted in preparing, reviewing, and revision of departmental SOPs, methods, and worksheets under the supervision of Dr. Isabelle Bichindaritz.
- Authored SQL scripts to manage and query large datasets in HPC environments, increasing analysis efficiency for research projects.

- Managed projects using MS Project and tracked progress using MS Excel and SharePoint, ensuring adherence to timelines and budgets and managed databases using PL/SQL, SQL Server, and Oracle to retrieve and analyze data.
- Documented SQL best practices for handling healthcare data, aiding departmental compliance with standards.
- Reviewed technical documents, analytical data, and reports generated by peers.
- Drafted and assembled reports, including data tables and appendices generated from raw data.
- Worked on testing and managing the high-performance computing environment.
- Created videos and small user manuals using the HPC Linux commands, FTP, SSH, and Open OnDemand.

Data Analyst | Tech Mahindra, India   Apr 2018 - Dec 2020
- Prepared and delivered engaging presentations to communicate findings, recommendations, and project updates to diverse audiences.
- Created detailed documentation for data models, processes, and analysis methodologies, ensuring knowledge transfer within the team.
- Facilitated numerous brainstorming sessions with cross-functional teams to generate creative ideas and solutions, resulting in innovative project approaches.
- Led data analysis efforts, utilizing Power BI and Tableau, to transform raw data into actionable insights, resulting in a 20% increase in operational efficiency and conducted A/B testing on marketing campaigns, leading to a 15% increase in conversion rates and improved revenue.
- Conducted comprehensive cost-benefit analyses for IT projects, ensuring an average ROI of 20% for each project.
- Utilized Microsoft Office Suite, including Excel (Lookup, Pivot, Tables, Solver, and Chart) and PowerPoint, to create data visualizations and present findings to executive leadership.
- Led cross-functional teams in analyzing project requirements, conducting cost/benefit analysis, and defining project scope through elicitation techniques including brainstorming and JAD (Joint Application Development).
- Maintained up-to-date documentation to support effective collaboration and future reference.
- Addressed complex business challenges by breaking them down into manageable components and implementing effective solutions.
- Identified trends and patterns in data, providing valuable insights for decision-making processes.
- Played a key role in bridging the communication gap between technical and non-technical stakeholders.
- Collaborated with team members to analyze existing processes, identifying areas for improvement and recommending streamlined solutions.

SKILLS

Methodologies:	SDLC, Agile/Scrum, Waterfall
Languages:	Python, R, SQL
Visualization Tools:	Tableau, Power BI
Cloud Technologies:	AWS, Azure, GCP
Documentation:	Project vision Document, Business Analysis Plan, Business Requirements Document, Functional requirement specification (FRS), Functional Specification Document (FSD), System requirement specification (SRS), System Requirement Document (SRD), Requirement traceability matrix (RTM), Use Case Diagrams, User Stories, SRS, Compliance and Audit Documentations.
Project Management Tools:	MS Project, MS Excel, MS SharePoint, RALLY, Smartsheet, Balsamiq, Confluence, MS Visio
Analysis Skills:	Cost/benefit analysis, Impact analysis, GAP analysis, Risk analysis, SWOT analysis, Financial Analysis, Digital Strategy,Wire framing and Prototyping
Tracking/Other Skills:	Jira, Microsoft Visio, Soap UI, POSTMAN, PUTTY, GCP, SFMC, WinSCP, UAT
Soft Skills:	Time management, Leadership and management, Problem-solving, Critical Thinking, Negotiation, Decision-Making, Strong communication, Documentation and Presentation, Verbal communication, ERP System Analysis and Integration, CRM Strategy Development, Salesforce Implementation and Customization, Six Sigma
Operating System:	Windows, Linux, Mac-OS

EDUCATION

Master's degree in health informatics |
State University of New York, Oswego, USA

Bachelor's degree in medical biotechnology
Amity University, Noida, India