

# Shanti Manisha

New York City

9295807000 | manisha.s@ajobguide.com | [LinkedIn](#)

## Profile Summary

- 4+ years of experience as a Business Analyst and aspiring Data Analyst with expertise in business process analysis, requirements gathering, stakeholder management, and seamless collaboration with cross-functional teams.
- Expertise in SDLC, Agile/Scrum methodologies, and comprehensive documentation, including FRD, BRD, SRS, and other key artifacts to support business and technical requirements.
- Proficient in project management and collaboration tools, including MS Project, MS SharePoint, JIRA, Lucidchart, and Balsamiq, ensuring efficient documentation, workflow optimization, and seamless stakeholder communication.
- Skilled in data visualization and analytical tools such as Tableau, Power BI, and Matplotlib, with expertise in SQL Server, data pipelining, and data manipulation to enable efficient data extraction, transformation, and analysis.

## Education

**Stevens Institute of Technology, Hoboken, NJ**

**Jan 2022 - May 2023**

Master of Science, Information Systems

**Bharathiar University Coimbatore, India**

**Jun 2017 - May 2020**

Bachelor of Business Administration, Business Administration

## Skills & Certification

**Methodologies:** SDLC, Agile/Scrum

**Documentation:** FRD, BRD, SRS, RTM

**Project Management Tools:** MS Project, MS SharePoint, JIRA, HP ALM, Asana, Microsoft Suite, Google Suite, Lucidcharts, Balsamiq, Microsoft Visio, UAT, Confluence

**Visualization Tools:** Tableau, Power BI, MS Excel, Matplotlib, Bokeh

**Analysis and Design Skills:** Cost/benefit analysis, Ad-hoc Analysis, GAP analysis, SWOT analysis, Budget Analysis, Market Analysis, Root Cause Analysis, Mockups, Wireframes, BPMN, Process flow, Use Case, Activity, Sequence diagrams, KPI

**Soft Skills:** Time Management, Product Management, Stakeholder Management, Detail-oriented, Leadership, Presentation, Interpersonal skills, Communication, Problem Solving, Team player

**Database:** MySQL, SQL Server, MongoDB, SQL

**Automation and Tools:** Alteryx, Nintex, Power Platform, Workflow automation, ETL, Airflow

**Programming language:** R, Python, PySpark

**Data Pipeline and Manipulation:** Data Pipelining, Data Manipulation

## Work Experience

**CitiGroup, NY | Business Analyst**

**Jan 2023 - Present**

- Spearheaded the automation of JIRA workflows by implementing custom scripts, automation rules, and integrations, reducing manual effort by 30% and efficiency of backlog grooming, sprint planning, and issue tracking.
- Implemented automated SharePoint workflows to streamline financial approval processes, eliminating manual interventions, reducing approval cycle times by 40%, and ensuring financial controls and regulatory requirements.
- Developed process flow diagrams in Lucidchart to visually map and optimize complex financial business processes, enhancing clarity, and reducing process ambiguity by 40%, leading to more efficient streamlined operations.
- Orchestrated end-to-end UAT test cycles by coordinating with cross-functional teams, including developers, QA analysts, and business stakeholders, ensuring 99% financial applications with minimal post-production issues.
- Deployed multiple interactive dashboards in Tableau, enabling stakeholders to monitor real-time key performance indicators (KPIs), improving data visibility and accelerating decision-making efficiency by 40%.
- Conducted in-depth requirement gathering by engaging stakeholders through one-on-one interviews and facilitating five Joint Application Development (JAD) sessions, enhancing cross-functional collaboration by 50%.

**Zensar Technologies, India | Business Analyst**

**Aug 2019 - Nov 2021**

- Facilitated Agile ceremonies, including daily stand-ups, sprint planning, backlog refinement, sprint reviews, and retrospectives, for more than five cross-functional teams, improved overall sprint efficiency by 20%.
- Applied interactive Excel dashboards for leadership, integrating advanced PivotTables, Power Query, and dynamic charts to quickly identify trends, and make data-driven decisions with 50% greater efficiency,
- Bridged the gap between business and technical teams by translating complex business requirements into actionable data visualizations within Power BI, report clarity, and usability by 30%, leading to more informed strategic insights.
- Leveraged burn-down charts to track sprint progress, enabling early risk identification and mitigation, which improved project transparency and stakeholder decision-making, resulting in a 60% increase in project delivery speed.
- Designed consensus between technical and non-technical stakeholders, bridging communication gaps that resulted in a 55% approval rate of business requirements documentation (BRD) and functional specifications.
- Optimized internal workflows and product-related processes, implementing automation tools and streamlining data pipelines, reducing reporting time by 50% and enhancing real-time analytics capabilities.
- Enhanced complex SQL queries and stored procedures to extract, transform, and analyze business data from SQL Server, improving report generation efficiency by 35%.