Prateek Sharma

Business Analyst   (202) 913-7646 | ps238@buffalo.edu

PROFESSIONAL SUMMARY

An IT experienced (8 years) professional specialized in business analysis (BA) and data analytics, with experience in delivering process improvements, enterprise reporting, and stakeholder-aligned solutions across domains.

SKILLS

- Excel, Power BI, Tableau, SQL, BigQuery, Snowflake (DBMS). JIRA, ServiceNow, Confluence, MS Visio, Looker Studio, MS Power Automate, Python (NumPy, Pandas, Matplotlib, Scikit-learn), API Integration, SharePoint.
- Business Requirements Document (BRD), Functional Requirements Document (FRD), Solution Design Artifacts, User Stories, Test Cases, Process Flows, Workflow Automation, Requirement Traceability Matrix, Gap Analysis, Agile/Scrum Documentation, Data Governance, Risk Assessment, RACI Matrix, Scope Creep Analysis, Access Request Tracking.
- SDLC, Scaled Agile Framework (SAFe certified), Business Process Modelling (BPMN), Data Modeling, Task mining, Data analysis, Azure DevOps, Project Management, GitHub, Quality Assurance (QA), Role-Based Access Control (RBAC).
- Excellent logical, problem-solving, verbal/written communication & analytical skills, team player, flexible & adaptable, customer experience, process improvement, finance, procurement & expertise in payment.

CERTIFICATIONS & AWARDS

Certified Business Data Analyst (CBDA®) - IIBA | Certified Scrum Product Owner (CSPO®) – Scrum Alliance | Dean's Student Ambassador - MS Business Analytics, UB | 3rd Position –BullsLaunch Competition, UB 2023

WORK EXPERIENCE

Business Data Analyst, University at Buffalo   Sep. 2024–Present
- Partnered with academic and administrative units to analyze reporting needs, streamline internal request tracking, access flows, and translated requirements into BI dashboards and automated data workflows.
- Conducted thorough process mapping, including current state (as-is) and future state (to-be) workflows.
- Developed 20+ Tableau dashboards by extracting, validating, and preparing datasets using SQL and Excel, enabling 50+ business users & 200+ monthly active users. Reduced ad hoc reporting requests by 40%, empowering users with self-service analytics.

Senior Business Analyst, Seasia Infotech   Jan. 2020–Jun. 2023
- Led end-to-end business analysis lifecycle by identifying opportunities for operational improvements through requirement-gathering (discovery) sessions, interviews with business users, and mapping of current AS-IS processes to future-state TO-BE workflows. (Savings = 1200 hours/yr)
- Collaborated with business stakeholders, designed key artifacts including BRDs, FRDs, solution designs, and Software Requirement Specification (SRS) documents, aligning technical solutions with evolving business requirements.
- Created wireframes, user stories, and process flows that enabled agile delivery, reducing development cycles by 20%.
- Utilized ServiceNow reports to analyze triage trends, recurring issue types, and request workflows — driving automation and strengthening role-based access control (RBAC) governance.
- Oversaw User Acceptance Testing (UAT) planning & execution, including test case creation, defect tracking (Root Cause Analysis - RCA), and coordinated stakeholder feedback loops that improved solution quality by 25%.
- Partnered with Solution Architects and Project Managers during both pre-sales and delivery stages, contributing to RFP/RFI cycles, scope definition, and solution alignment with business goals.
- Supported change management efforts by maintaining documentation for permission workflows, delivering training, onboarding assistance, and knowledge base article (KBA) development to drive stakeholder adoption and self-service usage across internal teams.

Business Analyst, Signity Solutions   Feb. 2016–Dec. 2019
- Gathered and validated business and system requirements for 10+ client projects across finance, insurance, and logistics domains, ensuring alignment between business needs and technical specifications.
- Facilitated Agile ceremonies for 5+ Scrum teams, including user story workshops, backlog, sprint planning, and story point discussions; documented user stories, test cases, mockups and acceptance criteria using JIRA.
- Supported end-to-end integration testing, UAT planning, functional validation, and go-live readiness by collaborating with QA, and development teams, ensuring successful deployments and minimizing post-launch defects.
- Participated in change management and CAB reviews, using ServiceNow to track and analyze recurring operational issues, conducting impact analysis, and support automation and process improvements across enterprise systems.
- Contributed to design and code reviews for critical business systems, ensuring solution quality, and compliance with best practices architectural standards (Governance model) & organizational policies.

Master of Science, Business Analytics (MS BA)   Jun. 2024
University at Buffalo, The State University of New York at Buffalo (USA)