# Professional Summary

**Experienced Business Analyst** with **5+ years** of expertise in delivering **strategic solutions** through **business process optimization**, **stakeholder collaboration**, and **data analysis**. Proficient in tools like **SQL**, **Power BI**, **Jira**, and **Lucid chart** to drive **efficiency** and **informed decision-making**. Skilled in **Agile methodologies**, **requirement gathering**, and translating **complex business needs** into **clear, executable deliverables**. Strong focus on **cross-functional alignment**, **user-centered solutions**, and delivering **operational impact** across industries including **finance**, **healthcare**, and **e-commerce**.

# Professional Experience

**BrainWire Infotech Inc. | USA**

**Senior Business Analyst Aug 2023 – Present**

* **Led strategic stakeholder engagement** across cross-functional departments to extract high-impact business needs and translate them into scalable solutions aligned with corporate goals.
* **Spearheaded requirements elicitation and documentation** including user stories, acceptance criteria, functional specifications, and business process models using tools like Jira, Confluence, and Lucidchart.
* **Performed in-depth gap analysis, root cause investigations, and operational diagnostics**, enhancing business workflows and reducing turnaround time by 30%.
* **Orchestrated end-to-end business process reengineering** (BPR) initiatives, introducing digital automation solutions that streamlined redundant tasks and improved efficiency across departments.
* **Collaborated with data teams to develop data-driven decision models**, leveraging SQL, Power BI, and Excel to create actionable KPIs and executive dashboards.
* **Championed agile methodologies**, participating in sprint planning, backlog grooming, and retrospectives to ensure iterative delivery of features and enhancements.
* **Developed feasibility studies and cost-benefit analyses** to support project justification and investment planning for enterprise-level IT initiatives.
* **Crafted and presented impact assessments and operational reports** to senior leadership, enabling informed prioritization of high-value business initiatives.
* **Acted as liaison between product owners, engineering teams, and QA analysts**, ensuring clarity and traceability of business requirements throughout the SDLC.
* **Mentored junior analysts and cross-trained project team members**, enhancing internal analytical capabilities and process alignment.

**Accenture | IND**

**Business Analyst Jul 2019 – Jul 2022**

* **Facilitated solution-oriented dialogues** between business stakeholders and delivery teams to uncover unmet operational needs, enhancing client satisfaction and process efficiency.
* **Translated complex workflows into actionable insights** by creating traceable use cases, feature roadmaps, and scope matrices tailored to banking, retail, and supply chain domains.
* **Led requirement discovery sessions using storyboarding, journey mapping, and interactive prototyping**, significantly improving the clarity and usability of proposed solutions.
* **Synthesized structured data and unstructured feedback** into prioritized enhancement lists and sprint deliverables using Excel models, Miro boards, and backlog tools.
* **Managed change control processes** by ensuring alignment between project documentation, evolving priorities, and stakeholder feedback in fast-paced Agile environments.
* **Supported end-to-end lifecycle from discovery to deployment**, coordinating with QA testers, architects, and configuration teams to ensure solution completeness.
* **Monitored risk indicators and regulatory touchpoints** across transformation initiatives, assisting with compliance alignment and internal control readiness.
* **Developed decision-support artifacts** such as impact summaries, gap remediation plans, and cross-system dependency maps to aid leadership decision-making.
* **Facilitated client demos and knowledge transfer workshops**, bridging communication gaps between technical delivery units and business users.
* **Acted as an internal quality gatekeeper**, validating BRDs, process definitions, and configuration blueprints before they moved to development.

**KMS Technology | IND**

**Business Analyst Jan 2019 – Jun 2019**

* Team Up with senior analysts and delivery teams to **break down client visions into tangible business needs**, contributing to the early lifecycle of software development projects.
* Conducted **preliminary market research and trend analysis**, providing contextual intelligence that supported product scoping and stakeholder discussions.
* Developed **structured user insights** through surveys, interviews, and competitor benchmarking, helping inform MVP definition and iteration strategy.
* Created **requirement outlines, feature grids, and wireframe annotations** using tools like Balsamiq and Google Workspace to support product team alignment.
* Participated in daily stand-ups, **sprint retrospectives**, and backlog grooming sessions, supporting Agile ceremonies under the mentorship of a lead analyst.
* Maintained and updated **project tracking dashboards** to ensure visibility into milestones, risks, and action items across distributed teams.
* Supported QA readiness by assisting in **drafting acceptance criteria**, scenario planning, and helping triage defects during user testing phases.
* Authored simple **process flow diagrams and task breakdowns** to enhance communication between developers and non-technical stakeholders.
* Contributed to the creation of internal **knowledge assets and SOPs**, ensuring new team members could onboard quickly and consistently.
* Received commendation for proactive learning and adaptability in a fast-paced consulting environment focused on innovation and customer-first solutions.

# Core Competencies & Skills

* **Core Business Analysis & Methodology:**Requirements Elicitation & Stakeholder Engagement, Business Process Reengineering (BPR), Agile, Scrum & Kanban Methodologies, Waterfall & Hybrid SDLC Models, Functional & Non-Functional Requirements, Use Case Development & User Story Mapping, BRD, FSD, SRS, RTM, and Acceptance Criteria Documentation
* **Data & Reporting Proficiency:**Data Analysis using SQL (T-SQL, MySQL, PostgreSQL), Data Visualization: Power BI, Tableau, Looker, Data Interpretation & KPI Reporting, Root Cause Analysis & Trend Forecasting, Advanced Excel (Pivot Tables, VLOOKUP, Dashboards)
* **Tools & Platforms:**Jira, Confluence, Trello, Asana, Microsoft Office Suite (Excel, Word, PowerPoint, Visio), Lucid chart, Draw.io, Balsamiq, Figma, Miro (for collaborative design/mockups), ServiceNow, Salesforce (for enterprise systems exposure)
* **Testing & Quality Assurance:**UAT Coordination & Test Case Creation, Regression, Functional & Smoke Testing, Defect Lifecycle Management & Logging, Collaboration with QA for Release Readiness
* **Communication & Collaboration:**Cross-Functional Communication (Tech + Business Teams), Executive-Level Presentation & Reporting, Workshop Facilitation & Requirements Walkthrough, User Training & Documentation, Change Management & Impact Communication
* **Domain & Industry Alignment:** Financial Services & Compliance (AML, KYC, SOX, PCI DSS), Healthcare Systems Knowledge (HIPAA, CMS Standards), E-commerce & Retail Analytics, Customer Experience & Journey Mapping

# Education

**Master of Science –** University of North Texas, Denton, TX **May 2024**

**Bachelor of Engineering –** Anna University, Tamil Nadu, India **May 2019**