

Tapasvi Thakkar

Business Analyst

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SUMMARY

Business Analyst with around 3+ years of experience driving project outcomes, expert in gathering business requirements, and facilitating agile project management to Bridge the gap between stakeholders and technical teams, ensuring project alignment. Proficient in strong analytical skills to translate business and user needs into actionable requirements, documented these effectively using user stories, process flows, non-functional specifications, and tailored supporting materials. Skilled in JIRA, Tableau, Power BI, MS Visio, Lucidcharts, Balsamiq, and MS Project to create project deliverables, including plans, reports, and visualizations, ensuring efficient project management and clear team communication. Proven ability to execute comprehensive testing strategies, including creating and executing test cases, analyzing bugs, and collaborating with QA and development teams to resolve issues.

WORK EXPERIENCE

Atlantis Intelligence, USA

Business Analyst and Quality Assurance Engineer

Jan 2025 - Present

- Conducted regular data quality checks, audits, and root cause analyses to ensure the accuracy and completeness of critical network data.
- Documented discrepancies, anomalies, and data inconsistencies in structured reports and tracked them through resolution with the development team.
- Ensured accurate measurement and verification of geographic and spatial data using tools such as IQGO and QField, including the validation of square footage, road centerline data, and pole attributes.
- Collaborated with stakeholders from AT&T and Amdocs to gather, document, and clarify data and application requirements.
- Facilitated communication between field teams and system developers to ensure field data inputs were accurately reflected in the network database and applications of record.
- Recommended improvements in data handling procedures and workflows that resulted in reduced data entry errors and improved update cycle times.
- Oversaw updates to network-related databases, ensuring that telecommunications infrastructure data (e.g., fiber paths, pole records) was accurately recorded and maintained in relevant applications.
- Created and maintained comprehensive documentation of business and QA processes, including user stories, test plans, test cases, and inspection logs.
- Monitored quality metrics and key performance indicators across multiple projects and reported on non-conformance issues to the Regional Lead.
- Maintained compliance with client-specific data standards and telecom industry best practices across more than 25 high-impact projects.
- Worked closely with GIS, field survey, and engineering teams to validate the integrity of incoming data streams and ensured alignment with project and regulatory requirements.
- Supported training initiatives for junior QA staff and collaborated with cross-regional teams to share best practices.

UnitedHealth Group, USA

Business Analyst

Sep 2023 – Dec 2024

- Employed JIRA to collaboratively create User Stories, Product Backlogs, and prioritize them alongside the Product Owner and Scrum Team, improving development efficiency by 20%.
- Leveraged SQL to query data, employed Python libraries like pandas for exploratory data analysis and implemented risk assessment strategies by creating 20+ visualization dashboards using Tableau to conduct ad-hoc KPI analysis.
- Utilized advanced requirement-gathering techniques, leading to a 30% improvement in the accuracy of project requirements and minimizing the need for rework.
- Enabled JAD sessions with stakeholders to gather requirements for a new customer relationship management (CRM) system, resulting in a system that met 95% of user needs.
- Collaborated with key stakeholders to identify and address potential project risks by defining clear business requirements, leading to a 20% decrease in project scope changes.
- Increased financial reporting efficiency by 25% by developing automated SQL queries to extract and transform financial data from disparate sources, eliminating manual data manipulation and reducing errors.

Infinite Infolab, India

Business Analyst

Jan 2021 – Aug 2022

- Streamlined Agile workflow by actively participating in daily stand-ups, writing user stories, planning sprints, and refining the product backlog (burning points & review/grooming).
- Built user story's key elements such as business value, the scope of change, and acceptance criteria, fostering clear communication between stakeholders and development teams and ensuring alignment of project deliverables with business objectives.
- Implemented user-friendly Power BI reports with interactive visualizations, boosting user engagement and reducing data clarification requests from stakeholders by 25%.
- Led the development of As-Is and To-Be flow diagrams, identifying gaps between current and future states to determine training requirements for business users, leading to a 25% reduction in onboarding time and enhanced user satisfaction.
- Enhanced sprint planning efficiency by 80% and introduced a new technique like story point estimation with the Fibonacci sequence, which led to more accurate time allocation.
- Implemented a robust project management framework to successfully manage multiple client projects, resulting in consistent on-time and on-budget delivery.
- Created ad-hoc reports using MS Excel and Pivot tables to do the calculations, created reports accordingly, and modified SQL queries to match the requirements.

SKILLS		
Methodologies:	SDLC, Agile, Scrum-Ban, KanBan, Python, SQL	
Documentation:	FRD, BRD, SRS, RTM	
Project Management Tools:	MS Project, MS SharePoint, JIRA, HP ALM, Asana, Microsoft Suite, Google Suite, Lucidcharts, Balsamic, Microsoft Visio, Rational ClearQuest, UAT, Confluence	
Cloud and Visualization Tools:	Tableau, Power BI, MS Excel, Azure, AWS	
Business Analytical Skills:	Cost/benefit analysis, Impact analysis, GAP analysis, SWOT analysis, Budget Analysis, Market Analysis, Root Cause Analysis, Mockups, Wireframes, BPMN, Process flow, Use Case, Activity, Sequence diagrams, UML diagrams, KPI	
Soft Skills:	Time Management, Product Management, Stakeholder Management, Detail-oriented, Leadership, Presentation, Interpersonal skills, Communication, Problem Solving, Team player	
Database and Other Skills:	MySQL, SQL Server, Data Profiling, Pivot, Star Schema, Snowflake Schema	

EDUCATION		
Masters in Computer Science	Cleveland State University, Cleveland, OH	May 2024
Bachelor in Computer Engineering	Swarnnim Startup & Innovation University, Gujarat, India	May 2022

CERTIFICATION		
<u>Scrum Master Accredited Certification</u>		