**Harendra Singh Sisodia  
Sr. Business Analyst**

**hsisodia22@gmail.com | +1 (786) 328-8853 | Miami, FL |** [**LinkedIn**](https://www.linkedin.com/in/harendra-singh-sisodia-b4391a372/)

# PROFESSIONAL SUMMARY

Results-driven Business Analyst with 8+ years of experience in insurance and healthcare, skilled in **stakeholder management, data analytics**, and **Agile project delivery**. Proven track record in driving **business transformation**, authoring clear **BRD/FRD documentation**, and designing **KPI dashboards** with SQL and Power BI. Strong cross-functional collaborator with expertise in **data governance, change management**, and **UAT coordination**.

# TECHNICAL SKILLS

**Business Analysis:** Requirements Gathering, BRD/FRD, Use Cases, User Stories, UAT, Stakeholder Management, Business Process Reengineering

**Methodologies:** Agile (Scrum, Kanban, SAFe), Waterfall, Sprint Planning, Change Control

**Tools & Platforms:** JIRA, Confluence, Microsoft Visio, Lucid chart, Trello, Asana,

**Reporting & BI:** Power BI, Tableau, Advanced Excel (PivotTables, VLOOKUP, Power Query)

**Programming/Querying:** SQL (Joins, Aggregations, CTEs), Python (basic), R (basic)

**ERP & Systems:** SAP, Oracle, Data Warehousing, ETL, Financial Systems

**Analysis:** GAP Analysis, SWOT Analysis, Cost-Benefit Analysis, Root Cause Analysis, Risk Assessment

# EXPERIENCE

**AIG Insurance, Atlanta, GA**

**Sr. Business Analyst September 2023 – Present**

* **Led cross-functional collaboration** in a fast-paced **Agile/Scrum** environment, facilitating daily stand-ups, sprint planning, retrospectives, and **change management** activities.
* **Directed stakeholder engagement** to gather, analyze, and translate business needs into detailed **functional and non-functional requirements**.
* **Authored and maintained BRDs/FRDs** across 5+ projects, aligning with **regulatory compliance** and enhancing traceability through **requirements traceability matrix (RTM)**.
* **Created process models and workflow diagrams** using **Visio and Lucid chart**, improving cross-team communication and reducing ambiguity by 25%.
* **Designed interactive Tableau dashboards** to support **data governance** and deliver real-time business intelligence to senior leadership.
* Conducted **SWOT analysis, risk assessments**, and **root cause analysis** to mitigate project bottlenecks and ensure delivery within scope.
* **Managed Jira boards** for backlog grooming, sprint tracking, and release planning across full **SDLC**.
* **Facilitated JAD sessions** and **prioritized requirements** based on stakeholder feedback, improving feature adoption by 20%.
* Applied advanced **data analytics techniques** to identify behavioral trends, improving **KPI tracking** and enhancing customer engagement strategies.

**CENTENE, Tampa, FL**

**Business Analyst January 2021 – August 2023**

* **Implemented Agile frameworks** (Scrum/Kanban) using JIRA, leading to 15% faster sprint delivery through improved **user story refinement, backlog grooming**, and sprint execution.
* **Led business process re-engineering** efforts, identifying operational inefficiencies and executing **change control** strategies that increased financial reporting accuracy by 20%.
* Utilized **SQL and Power BI** to perform **ETL operations** and build **interactive dashboards** supporting executive-level **KPI tracking** and **data governance** initiatives.
* **Standardized financial reporting** workflows using **SAP and Oracle ERP systems**, ensuring alignment with **GAAP/IFRS** compliance standards.
* Created **UML diagrams, system architecture visuals**, and **workflow models** to document technical specifications and align stakeholder expectations.
* Conducted **variance analysis, GL reconciliation**, and KPI reporting during **month-end close**, improving visibility into departmental performance by 30%.
* Delivered detailed **cost-benefit analysis (CBA)** and **ROI evaluations** to guide leadership in strategic project investments.

**Unum, Cincinnati, OH**

**Jr. Business Analyst October 2017 – December 2020**

* Used **Trello and Asana** for **Agile sprint tracking** and milestone management, increasing project delivery efficiency by 20%.
* Built **Power BI reports** to support **data-driven decision-making** and identify key business trends through dynamic visualization.
* Authored and maintained over 50 **Business and Functional Requirements Documents (BRDs/FRDs)** ensuring clarity and alignment across stakeholders.
* Leveraged **Excel (PivotTables, VLOOKUP)** and Microsoft Office tools for project scheduling, data consolidation, and stakeholder reporting.
* Performed **GAP analysis** and **process improvement assessments** to recommend operational enhancements that improved workflows by 25%.
* Delivered **executive briefings and stakeholder updates**, improving transparency and accelerating **decision-making cycles**.

# EDUCATION

**Bachelor in Science in Physics and Mathematics July 2011 – Aug 2015**

Jaipur National University - Jaipur, India