

Summary: Business Analyst with 5 years of experience in analyzing business processes, gathering requirements, and delivering data-driven insights to support strategic decision-making across enterprise-level projects. Demonstrates expertise in translating complex business needs into actionable solutions by leveraging tools like SQL, Power BI, JIRA, and Confluence. Proficient in leading cross-functional workshops, defining user stories, and creating BRDs and FRDs that align with both technical and stakeholder requirements. Extensive experience in facilitating Agile ceremonies and supporting full SDLC lifecycles, from requirements elicitation through UAT and go-live. Expert at identifying process gaps and optimization opportunities using data models, workflow diagrams, and business process reengineering techniques. Skilled in driving stakeholder alignment, ensuring project scope clarity, and enabling end-to-end delivery of scalable, value-driven business solutions.

Technical Skills

- **Business Intelligence & Analytics:** Power BI, Tableau, Excel (Pivot Tables, VLOOKUP, Macros), SQL.
- **Business Analysis Tools:** JIRA, Confluence, Microsoft Visio, Lucid chart, Azure DevOps.
- **Process & Documentation:** BRD, FRD, Use Cases, User Stories, Acceptance Criteria, Wireframes, UML, BPMN.
- **Databases & Querying:** SQL, MySQL, PostgreSQL, Oracle (PL/SQL), Snowflake(basic).
- **Reporting & Data Tools:** Power Query, DAX, SSRS, Excel PowerPivot
- **CRM & ERP Exposure:** Salesforce, SAP, Dynamics 365 (basic familiarity for requirement gathering and integration) .
- **Testing & QA:** UAT Coordination, Test Case Documentation, Test Scenarios, Regression Testing.
- **Project Methodologies:** Agile (Scrum, Kanban), Waterfall, SDLC, Iterative, Hybrid.
- **Security & Compliance:** GDPR, HIPAA, Data Governance Standards, Role-based Access Controls.
- **Collaboration & Communication:** Microsoft Teams, Slack, Zoom, SharePoint, Outlook.
- **Soft Skills:** Stakeholder Management, Problem Solving, Requirements Elicitation, Critical Thinking, Communication.

Professional Experience:

Business Analyst | Discover Financial Services | August 2023 – Present.

- **Business Requirement Gathering:** Conducted detailed requirements elicitation through stakeholder interviews, workshops, and process analysis. Documented business needs into BRDs, FRDs, and user stories aligned with Agile methodology to guide development and QA teams.
- **Data Analysis & Reporting:** Developed actionable insights by writing SQL queries across PostgreSQL and Oracle databases. Created data dashboards using Power BI and Excel to identify performance gaps, trends, and KPIs, improving executive decision-making and operational efficiency.
- **Process Modeling & Optimization:** Designed and analyzed current-state and future-state business processes using Visio and Lucid chart. Identified pain points and led business process reengineering (BPR) initiatives, reducing process turnaround time by up to 25%.
- **Stakeholder Communication:** Acted as liaison between business units, development teams, and QA. Translated technical jargon into clear business language, ensuring alignment across all parties and managing expectations effectively through daily stand-ups and sprint planning sessions.
- **User Acceptance Testing (UAT):** Coordinated UAT cycles by creating test scenarios, defining acceptance criteria, and logging defects using JIRA. Facilitated smooth go-live transitions by validating business functionality and gathering end-user feedback.
- **Agile Project Execution:** Collaborated with Product Owners and Scrum Masters during backlog grooming, sprint planning, and retrospectives. Ensured product features were delivered incrementally with continuous feedback, improving feature adoption and stakeholder satisfaction.
- **Compliance & Risk Management:** Ensured business requirements adhered to industry standards such as HIPAA, GDPR, and SOX. Worked with IT security and compliance teams to design controls and validate audit readiness.

Business Analyst | Accenture Solutions Private Limited | May 2020 – July 2023

- **Cloud Transformation Projects:** Collaborated with cross-functional teams to gather and document business requirements for cloud-native microservices implemented on AWS. Facilitated workshops to define functional needs for solutions hosted on EC2, RDS, and Lambda, enabling efficient migration from legacy systems to modern cloud platforms.
- **Business Process Integration:** Supported the integration of AWS messaging services (SQS and SNS) into business workflows by coordinating between engineering and operations teams. Analyzed process gaps and designed scalable, decoupled communication strategies for real-time business transactions.
- **CI/CD Alignment & Agile Delivery:** Partnered with DevOps teams to align business requirements with CI/CD pipelines built on Jenkins and AWS Code Pipeline. Participated in Agile ceremonies to ensure timely delivery of containerized solutions using Kubernetes on AWS EKS, mapped against evolving business goals.
- **Compliance & Data Governance:** Assisted in defining data encryption and user access protocols in compliance with organizational policies. Collaborated with security teams to ensure OAuth 2.0 authentication (via AWS Cognito) and AWS KMS encryption were aligned with regulatory standards (GDPR, HIPAA).
- **Monitoring & KPI Tracking:** Worked with technical teams to translate performance expectations into measurable KPIs. Leveraged AWS CloudWatch dashboards and alarms to define thresholds and trigger business alerts for proactive issue resolution.
- **Data Pipeline Requirements:** Gathered and documented business use cases for real-time data analytics involving AWS Glue and Amazon Kinesis. Helped design data flows for predictive reporting in manufacturing and operations, enabling faster decision-making with real-time insights.

Education Details:

- **Master of Science in Computer Science (University of North Texas).**
- **Bachelor of Computer Science (KL University).**