

ROMY PRAJAPATI

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PROFESSIONAL SUMMARY

Business Analyst with 5 years of progressive experience in driving digital transformation, data-driven decision-making, and process improvement across healthcare, HR, and finance sectors. Proven expertise in **requirements elicitation, SQL (Oracle, PostgreSQL, MySQL) data validation, configuration/customization of business applications, BI reporting, and Agile project delivery**. Recognized for delivering 100% functional documentation, reducing reporting latency by 90%, and enhancing cross-functional collaboration.

CORE COMPETENCIES

Business Analysis: BRD/FRD Creation, Use Cases, Gap & Impact Analysis, Stakeholder Interviews, Requirements Traceability

Data & Tools: SQL (T-SQL, PostgreSQL, MySQL, Presto), Python (Pandas, NumPy), Excel VBA, Power Query, dbt, GitHub Actions

BI & Reporting: Power BI, Tableau, Data Modeling, DAX, KPI Dashboards, Forecasting

Process Automation: ETL Testing, Process Mapping, Workflow Optimization, Release Planning, CI/CD

Testing & QA: Postman, Swagger, Test Cases, UAT, Regression Testing, Jira, Confluence

CRM & ERP Exposure: Salesforce, SAP HANA, Oracle, Workday

Methodologies: Agile/Scrum, SDLC, DevOps

Soft Skills: Cross-functional Communication, Client Training, Problem Solving, Attention to Detail

PROFESSIONAL EXPERIENCE

Vanguard Resource Group (Contract) – Fairfield, Iowa

Business Analyst | Nov 2024 – Jun 2025

- Partnered with IT teams and compliance officers to research state/federal insurance regulations (NAIC, NIPR), documenting requirements in JIRA and recommending process changes that ensured 100% audit readiness.
- Researched state-specific insurance compliance workflows (Sircon, continuing education, and background checks), analyzing regulatory impacts and documenting process updates that improved compliance accuracy by 25%.
- Collaborated with stakeholders in insurance and risk management to analyze licensing and renewal workflows, producing BRDs and compliance checklists that reduced processing delays by 20%.

- **Acted as client-facing liaison, translating regulatory updates into system requirements and presenting compliance solutions that improved stakeholder confidence and accelerated adoption across teams.**
- Spearheaded the end-to-end delivery of the HR Onboarding Automation Portal, translating complex business needs into BRDs, Visio workflows, and Lucidchart wireframes in JIRA; **enabled developers to launch the platform with zero functional defects and 100% stakeholder signoff.**
- Automated enterprise-level attrition and headcount reporting by developing robust SQL (PostgreSQL), Excel VBA, and Power Query solutions; **cut manual effort by 60%** and saved 120+ analyst hours annually.
- Resolved 30+ critical data mismatches pre-UAT by collaborating with developers to design and validate Workday-to-SAP data pipelines, leveraging **advanced SQL debugging** to ensure seamless integration and audit readiness.
- **Led and executed 3 UAT cycles**, designing 50+ detailed test scripts and edge case scenarios in Confluence; authored weekly release notes that improved cross-functional communication and **cut issue resolution time by 35%.**
- Trained and onboarded 20+ HR and operations staff, producing SOPs and Loom walkthroughs that drove a **40% reduction in support tickets** and accelerated adoption across global teams.

Leapfrog Technology Inc. – Seattle, Washington (Headquarters)
Business Analyst | Jan 2024 – Oct 2024

Reason for leaving: Relocated to the USA after contract completion

- Spearheaded the **Churn Prediction Engine Revamp**, writing detailed **FRDs and user stories** in JIRA/Confluence and driving collaboration across product, QA, and engineering teams.
- **Eliminated 70% of API-related issues** by testing REST endpoints in Postman, ensuring accurate **customer churn and engagement data** flow between services.
- Built **Python (Pandas) scripts** and **dbt schema validations** to standardize input data, reducing **QA rework by 60%** and increasing model reliability.
- Identified inefficiencies in marketing attribution pipelines (**HubSpot → S3 → BigQuery**) using Lucidchart, helping resolve deployment delays and **optimize workflows.**
- Presented **A/B test results in Tableau** to stakeholders, influencing the adoption of **high-performing retention strategies** across marketing teams.

Cedar Gate Technologies Inc. – Stamford, Connecticut (Headquarters)
Business Analyst | Apr 2020 – Dec 2023

- Delivered the **Claims Denial Analytics Dashboard** by optimizing **SQL (T-SQL, Presto)** using **CTEs and indexing**, improving Power BI performance and **cutting load times by 50%.**
- Automated the ETL pipeline using **Python, dbt, and GitHub Actions**, reducing report refresh time from **24 hours to 2 hours** and enabling daily insights delivery.
- Streamlined monthly claims and finance reports via **Excel VBA and Power Query automation**, saving **10+ hours per week** in manual processing.
- Applied **K-Means clustering** on job seeker data to improve talent-role alignment, decreasing **HR mismatch rates by 15%** in the internal recruiting system.
- Built strategic **Power BI dashboards for QBRs**, empowering **product, finance, and marketing leadership** with actionable KPIs for budget and roadmap planning.

PROJECTS

Flight Delay Risk Analysis (Python, SQL, Tableau)

- Analyzed 50K+ flight records to identify top delay-prone routes and airlines.
- Assessed wind gust impact on delays, improving on-time departure by 25% for top 3 affected airlines.

Data Job Market Intelligence Dashboard (Power BI, Tableau)

- Identified top-paying roles (avg. \$116K) and tracked hiring trends across industries and experience levels.
- Designed executive visuals to benchmark compensation and experience by job role

EDUCATION

Masters in ERP and Business Analytics

Maharishi International University, Fairfield, Iowa – Anticipated Graduation: 2026

Bachelor's in computer science & information technology

Asian College of Higher Studies, Nepal – 2018

CERTIFICATIONS

- Microsoft Certified Data Analyst Associate (PL-300) – Microsoft, 2025
- Business Intelligence & Data Analyst (BIDA) – Corporate Finance Institute, 2025
- Google Data Analytics Professional Certificate – Coursera, 2025
- SQL (Basic) Certificate – HackerRank, 2025
- SQL (Intermediate) Certificate – HackerRank, 2025
- SQL (Advanced) Certificate – HackerRank, 2025