

# HARI KRISHNA | Business Data Analyst

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## SUMMARY

Business Data Analyst with 6+ years of experience across finance, healthcare, and pharmaceutical domains, combining expertise in business analysis, data analytics, and process improvement. Skilled in translating business requirements into actionable insights using SQL, Python, Tableau, Power BI, and Snowflake, and leveraging cloud platforms (AWS, GCP, Azure) to deliver efficient solutions. Experienced in building ETL pipelines, statistical models, and KPI dashboards that improve decision-making and operational efficiency. Strong background in requirements gathering, UAT, BRD/FRD documentation, and stakeholder collaboration, bridging technical and business teams to drive measurable outcomes.

## EDUCATION

### Master of Science in Data Science

University of Houston Clear Lake, USA

Dec 2023

### Bachelor of Engineering

CVR College of Engineering, INDIA

Aug 2017

## TECHNICAL SKILLS

<b>Data Analysis &amp; Reporting:</b>	SQL (Joins, CTEs, Window Functions), Python (Pandas, NumPy), SAS, EDA, Data Cleaning, Statistical Analysis, A/B Testing
<b>Business Analysis:</b>	BRD, FRD, Requirements Gathering, Gap Analysis, SWOT Analysis, Use Cases, User Stories, Process Mapping (BPMN, Lucidchart), UAT, RCA, Business Process Re-engineering
<b>Visualization &amp; BI Tools:</b>	Tableau, Power BI, Excel (Pivot Tables, Dashboards, VLOOKUP, VBA), Plotly, Seaborn, Matplotlib
<b>Databases &amp; Cloud Platforms:</b>	SQL Server, Snowflake, AWS (S3, Redshift, Glue, Lambda, Athena), Amazon RDS, GCP (BigQuery), Azure Synapse, Databricks
<b>ETL &amp; Data Modeling:</b>	ETL/ELT Processes, Data Pipelines, Data Extraction, Dimensional Modeling, Alteryx
<b>Machine Learning &amp; Predictive Analytics:</b>	Scikit-learn, Regression, Classification, Predictive Modeling, Hypothesis Testing
<b>Project Management &amp; Tools:</b>	Agile, Scrum, Kanban, JIRA, Confluence, ServiceNow, Git/GitHub
<b>Other Tools:</b>	MS Office Suite, Google Analytics, Visio

## EXPERIENCE

### Ironwood Pharmaceuticals, USA

Feb 2024 – Present

#### Business Data Analyst

- Translated business requirements into interactive Tableau and Power BI dashboards, improving stakeholder visibility into patient data trends by 30%.
- Optimized SQL queries with CTEs and Window Functions, reducing reporting latency by 25% for compliance and clinical trial datasets.
- Partnered with cross-functional teams to define BRDs and FRDs, ensuring alignment of business goals with data-driven insights.
- Conducted root cause analysis (RCA) on claims processing errors, enabling process improvements that cut data discrepancies by 15%.
- Built automated ETL workflows in Alteryx and AWS Glue, streamlining ingestion of multi-source healthcare datasets.
- Devised predictive models in Python (Regression, Classification) to support patient engagement forecasting, leading to 10% improvement in outreach efficiency.

### Mindtree, INDIA

Jan 2019 – Jul 2021

#### Business Analyst

- Gathered and documented business requirements (BRD, FRD) for financial clients, translating them into actionable user stories for Agile sprints.
- Designed process maps using BPMN and Lucidchart, eliminating redundant approval steps and reducing processing time by 20%.
- Coordinated UAT cycles with business users, identifying and resolving 200+ defects before production release.
- Delivered competitive analysis and SWOT studies that informed \$2M+ worth of strategic investment decisions.
- Facilitated daily stand-ups and sprint planning in Scrum teams, improving delivery predictability by 15%.
- Created KPI dashboards in Excel and Power BI, enhancing leadership reporting for risk and compliance functions.
- Conducted gap analysis on financial operations workflows, recommending system enhancements that improved data accuracy by 18%.

### Hexaware Technologies

Jun 2016 – Dec 2018

#### Data Analyst

- Extracted, cleaned, and validated datasets using SQL and Python (Pandas), improving accuracy of financial reporting by 20%.
- Built automated Excel dashboards with pivot tables and VBA macros, cutting manual reporting time by 12 hours per week.
- Developed statistical models in SAS to evaluate transaction risk, reducing false positives in fraud detection by 8%.
- Created data pipelines to consolidate client data across multiple systems, ensuring 99% data consistency.
- Designed visualizations in Tableau and Matplotlib to highlight operational performance metrics for senior leadership.
- Executed hypothesis testing and A/B experiments on product campaigns, driving a 10% increase in customer acquisition.
- Partnered with cross-functional teams to deliver ad hoc analysis that supported quarterly audit readiness.

## PROJECTS

### Data Insights Project – Non-Profit Organization

- Developed Excel and Power BI dashboards to track donation trends and volunteer engagement, improving reporting efficiency by 20%.
- Cleaned and structured multi-source datasets using SQL and Python, ensuring accurate insights for program planning.
- Performed basic statistical analysis to identify high-impact initiatives, helping the organization optimize resource allocation.