

Professional Summary

Business Analyst with 3+ years of experience supporting end-to-end delivery of enterprise systems by translating business requirements into clear system solutions. Strong in analyzing complex workflows, aligning business and technical teams, and driving reliable delivery through structured requirements, stakeholder collaboration, and process improvement across diverse environments.

Work Experience

Ziosk, Texas, USA

Jan 2025 – Current

Business Systems Analyst

- Proposed and led an automation transformation initiative, collaborating directly with senior leadership (CTO, COO, CIO, VP, Director) to define scope and deliver a strategic automation proof-of-concept.
- Improved SLA performance by 70% across semi-dedicated brands by analyzing and optimizing business and system workflows for content and POS platforms.
- Contributed to AI-enabled solution ideation, including automated content validation, chatbot support for ZConnect, and an AI-driven client website, supporting early roadmap discussions.
- Built an automation POC using Selenium and Python to support scalable system validation, reducing manual effort by 40% and improving reliability.
- Gathered and analyzed business requirements, translating them into user stories, acceptance criteria, and functional proposals to improve internal workflows and platform usability.
- Partnered with business, engineering, and QA teams to align on requirements, scope, and delivery readiness across multiple brands.
- Managed Jira workflows and prioritization, improving issue resolution time by 15% through structured tracking and communication.
- Created detailed Confluence documentation covering system behaviors, upgrades/degrades, and brand configurations, reducing onboarding time by 20%.

Tata Consultancy Services, India

Jan 2023 – Aug 2023

Lufthansa Group - Business/Operations Analyst

- Worked on the operations portfolio for Lufthansa Group airlines using NetLine Ops++ (NLO), an operations-critical system supporting airline planning, scheduling, and execution workflows.
- Performed requirements analysis and functional analysis by understanding airline operational needs, clarifying business expectations, and validating system behavior against real-world operational scenarios.
- Designed and executed functional test scenarios aligned to business workflows to ensure system changes were production-ready for airline operations.
- Created, tracked, and managed defects end-to-end using test management and defect tracking tools, coordinating with development teams until closure to ensure release quality.
- Ensured release readiness and operational stability by validating fixes and enhancements in a high-availability, time-sensitive airline operations environment.
- Maintained clear customer and stakeholder communication, providing analysis findings, validation results, and delivery status updates to Lufthansa operations and technical teams.

Citi Bank – Business Systems Analyst

Aug 2019 – Dec 2020

- Worked within end-to-end SDLC (requirements → design → validation → release → post-release) for BillPay and core banking systems in a regulated banking environment.
- Analyzed business and functional requirements during monthly release cycles, identifying data dependencies and ensuring alignment with BillPay workflows.
- Translated requirements into validation criteria for critical BillPay workflows across Web, iOS, and Android platforms.
- Collaborated with development and release management teams across Agile and Waterfall delivery models to ensure release readiness.
- Improved test data quality by 20% through data conditioning and coordination with development and release teams.
- Achieved 30% automation coverage using Selenium, TestNG, and JUnit, reducing manual validation effort.
- Managed the defect lifecycle end-to-end, coordinating analysis and fixes to reduce defect recurrence by 15%.
- Delivered release insights and reports to support planning accuracy and system stability.

Education

Master of Science in Business Analytics and Artificial Intelligence

GPA: 3.7

University of South Florida, Tampa, FL

Graduate Certification in Lean Six Sigma

University of South Florida, Tampa, FL

Skills and Certifications

- Languages/ IDE's:** Python, R, SQL, Jupyter Notebook.
- Tools/Platforms:** Jira, Confluence, Selenium, TestNG, Junit, Eclipse.
- Deep Learning:** CNN, Natural Language Processing (NLP), Large Language Model (LLM), Hugging Face Transformers(GPT), LangChain.
- Cloud/Visualizations:** AWS, Microsoft Azure, Tableau, Power BI, Qlik, Google Data Studios.
- Packages & Frameworks:** Matplotlib, Scikit-learn, TensorFlow, Keras, PyTorch, PySpark, A/B Testing.
- Database and Tools:** SQL Server, MySQL, PostgreSQL, MongoDB, Databricks.
- Certifications:** Data Analysis Using Python - IBM | SnowPro Associate Platform| Tableau Desktop Specialist | Databricks Fundamentals.