

SUMMARY

- 8+ years of professional work experience on business analysis, data analysis, quality assurance, requirement gathering, documentation, SDLC and reporting.
- Experience interacting with business clients to translate business requirements into technical specifications.
- Ability to tell a story using data via reporting and interactive real time dashboard.
- Proficient knowledge in statistics, mathematics and analytics.
- Excellent understanding of business operations and analytical tools for effective analysis of business process and data.
- Experience with multiple flavors of SQL, query optimization, performance tuning.

PROFESSIONAL EXPERIENCE

Technical Implementation Manager at QuantaVerse

March 2022 – Till Date

- Engaged with clients throughout the software implementation process, from pre-sales to post-implementation.
- Served as a **Subject Matter Expert** for New On-boarded Clients.
- Traveled 3 days to work with clients, observing their business process, interviewing staff and documenting processes.
- Understand client business processes and their AML requirements to configuration document to meet those needs.
- Use Python to setup ETL Pipeline from Client Database to QV Database.
- Prepared detailed documentation of software configuration and usage.
- Created multiple JIRAs for every detailed step involved in the Implementation Process.
- Managed multiple projects simultaneously, keeping all stakeholders apprised of project status and risks.
- Escalate issues to software development team as needed.
- Proactively identify areas where clients can improve their use of software to maximize efficiency.
- Develop long-term relationships with clients, becoming a trusted advisor.
- Conduct regular check-ins with clients to ensure continued satisfaction with software.

Senior Business Analyst at Verizon Wireless

September 2021 – January 2022

- Worked with **cross-functional teams** to structure problems, **identify** appropriate data sources, **extract** data and develop integrated information **delivery solutions**.
- Worked with Web-Development Team to understand Verizon's website and mobile app usage patterns.
- Documented these Usage patterns into clear Functional Requirements.
- Created and prioritized JIRA Tickets based on current monthly client usage pattern.
- Worked with the developers to understand their backlog requirements.
- Cleared 30% backlog JIRA Tickets in less than 100 days.
- Researched and prepared presentations for C-Level Suite regarding usage reports, operating inefficiencies and industry trends.

Technical Consultant at Harris OnPoint, Harris Computer Systems

April 2019 – September 2021

- Serve as a Consultant and Business Analyst across different departments including Professional Services, Support, Sales, Marketing and Operations etc.
- Duties incorporated gathering detailed system requirements from the stakeholders at the start of the project.
- Managed a Team which **Developed data models** to support the company in complex decision making.
- Managed a Team which created **real time dashboards** to report system wide operational status and performance of KPIs.
- Prepared KPI To measure customer lifetime value.
- Work with Data Engineers to develop and manage the KPI engine to monitor the system performance.
- Formulate end to end System level Use Case Scenarios to thoroughly test the customer facing reports and facilitate testing.
- Deliver intelligent analytic artifacts to support organization's data needs and decision-making process.
- Perform data gap analysis between golden source and destination and identify missing critical data elements.
- Perform in-depth data quality analysis, data reconciliation, verification and investigate cause of erroneous data.

Business Analyst at Unlphy Health Systems, LLC

May 2017 – April 2019

- Served as a Business Analyst for the Sales and Marketing Department.
- Performed Data/User Profiling based on their individual Click patterns.
- Performed Data Modelling and Prepared Real-Time Dashboard to report daily profits/turnover based on Advertisement Data.
- Independently Set-up Bed Utilization Project based on user response-rate data to enhance the bed utilization for the client and hence help in improvising the bed scheduling algorithm. Saving our stakeholder (Hospital) 800 Man hours a Month.

- Independently set-up Nurse Scheduling System using the nurse on-call schedule data to have optimum resource availability and utilization.
- Used advanced Microsoft Excel to create macros, pivot tables, used VLOOKUP and other Excel Functions.
- Analyzing the Customer Support Requests to derive various patterns which help in delivering the Best Customer Support Experience to the Clients.
- Deriving patterns from the client usage report, leading to growth in client acquisition of our Enterprise Application.
- Proposed solutions to improve system efficiencies and reduce total expenses.

Computer System Analyst at Practice Unite, LLC

May 2016 – May 2017

- Served as a Computer System Analyst for the Support Department.
- Enhanced and maintained Companies/Client database and generated reports by collecting, analysing & summarizing data.
- Grew Customer awareness through product demonstrations that led to a 42% increase in new module sales.
- Maintained a customer satisfaction rate of 94% by efficiently resolving complaints.
- Managed Product Support by helping the clients with various steps including but not limited to product installation, basic troubleshooting, configuration, report writing and interfaces.
- Prepared product Documentation and Quick Start Guides to help the Customer in their Day-to-Day App Usage

Associate Project Manager in V-TECH Technologies Pvt. Ltd., India

June 2014 – Aug 2015

- Responsibilities included Intensive Customer Interaction to collect Client Requirements.
- Performing initial Client Assessment for gathering requirements from the Client and documenting the same, later to be verified by the client and the internal development team.
- Preparing the estimation in terms of time, money and manpower.
- Preparing for the risks that may occur and taking proactive steps to mitigate them.
- Managing the core functioning of the internal development team so that the project follows the planned schedule.
- Managing the dynamic changes which come up during the execution of the project.
- Managing Customer Support.

EDUCATION

<ul style="list-style-type: none"> • Masters of Information Systems • New Jersey Institute of Technology • Newark, NJ [USA] 	<ul style="list-style-type: none"> • GPA : 3.6 	<ul style="list-style-type: none"> • Major : Information Technology • 2011 - 2014 • Division : First Class with Distinction
<ul style="list-style-type: none"> • Bachelor of Engineering • Rajiv Gandhi Institute of Technology • Mumbai university. [India] 	<ul style="list-style-type: none"> • AGG : 74% 	<ul style="list-style-type: none"> • Major : Information Technology • 2011 - 2014 • Division : First Class with Distinction
<ul style="list-style-type: none"> • Diploma in Computer Technology • [Pre University Course] • Bhausasheb Vartak Polytechnic, Mumbai [India] • Mumbai university. [India] 	<ul style="list-style-type: none"> • AGG : 88% 	<ul style="list-style-type: none"> • Major : Information Technology • 2011 - 2014 • Division : First Class with Distinction