**Summary:**

* Masters Graduate in Computer Science with 10+ years of experience in Software Application Analysis, Design, Development, and implementation.
* Over 10 years of experience as a Sr. Business Analyst and Reporting & Analytical tools (Tableau, SSRS, MicroStrategy).
* Experienced in Managing and Implementing Agile methodologies and Software Development Life Cycle utilizing Jira, Rally.
* Over 4 years’ experience as an EDI Analyst with Healthcare Exposure and knowledge on Health Insurance Plans (Medicare, Medicaid).
* Highly adaptable in rapid changing technical requirements/environments with very strong organizational skills for story refinement, technical, use case and process documentation

**Education:**

* Bachelor of Computer Science from JNTU, Hyderabad, India
* Master of Information Technology from Texas A&M University Central Texas, Austin, TX.

**Skills:**

|  |  |
| --- | --- |
| **Project Methodologies** | Agile and Waterfall- Rally and Jira |
| **Databases and Query Languages** | Oracle, Google Big Query |
| **Graphical User Interface Tools** | Visual Studio, ASP.NET |
| **Programming and Object-Oriented Languages** | Java, Perl, VB.NET |
| **Reporting Tools** | Tableau, SSRS, MicroStrategy |
| **Analytics Tool** | Google Analytics and Google Tag Manager |
| **ETL Tools** | SSIS, Talend |
| **BSA, Process Tools** | Sharepoint, Workfront, |

**Customers Bank September 2022 - Present**

**Sr.BSA- Reporting**

As a BI Analyst at Customers Bank client responsible to work with tech Enabled lending and Loan teams to consolidate the Loan tree structure and the child to parent relation mapping. Brainstorming and GAP analysis for both technical and business requirements. Provide use cases and technical requirements to both ETL and reporting team.

**Responsibilities:**

* Involved in business requirements gathering from the end users and converting into Technical Requirements.
* Define reporting requirements for new business verticals and translate into technical requirements.
* User Stories Refinement and measured acceptance criteria
* Organized the Software Design Document and Operational Guide made changes and updates. Developed insightful dashboards, and delivery of solutions adhering to BI industry best practices.

**Environment:**  SSIS, SQL Server, Tableau, Sharepoint, Workday, Excel.

**Charles Schwab August 2020- August 2021**

**Sr.Business Analyst - Reporting**

As a BI Analyst at Charles Schwab responsible for doing deep, impactful work to provide analytics support to the RPA team. Working directly with business partners and colleagues to develop and support a myriad of BI Solutions.  
Deliver high degree of data visualization with embedded analytics, user-driven analysis capabilities.

**Responsibilities:**

* Involved in business requirements gathering from the end users and converting into Technical Requirements.
* Define reporting requirements for new business verticals and translate into technical requirements.
* Responsible for database, ETL development activities and handling production support for the

operational data loads utilizing SQL Server, Oracle, SSIS and SQL Agent.

* Organized the Software Design Document and Operational Guide made changes and updates.

**Environment:**  SSIS, SQL Server, Tableau, Robotic Process Automation, UI Path.

**TechStyle Fashion Group, ElSegundo, CA Nov 2017- June 2020**

**Sr. Business Data Analyst**

As an Analyst I am responsible for doing deep, impactful work to provide analytics support to the

finance and accounting team. Also partnering with the Business Intelligence and technical teams to ensure that the data is accurate and working with business users to facilitate understanding of the data and business insights.

**Responsibilities:**

* Provide analysis and reporting around all the Financial and accounting data using various tools (SQL, SSRS, and Tableau etc.)
* Manage monthly accounting close efforts, including revenue and deferred revenue account reconciliations, financial audit support etc.
* Define reporting requirements for new business verticals and translate into technical requirements.
* Support Google Analytics and GTM related requests

**Environment:** SSIS, SQL Server, Tableau, Power BI, Snowflake, Google Analytics, MicroStrategy, SSRS,

**Molina HealthCare Inc., Long Beach, CA Feb 2017 – Nov 2017**

**Sr. Business /EDI Analyst**

Molina is a Managed Care Organization serving the members of Medicaid and Medicare programs of various States and is responsible to report the claims/encounters to the State for services rendered. Using the Encounters Outbound system, encounters are submitted to States in the required format (both837 EDI and Proprietary).

**Responsibilities:**

* Experience in gathering requirements by conducting of Requirement Elicitation sessions with end-
* Users, clients, stakeholders, and development team and converting them in to BRDs.
* Converting existing legacy reporting products and tools to a standardized reporting infrastructure using SQL and Microsoft products
* Worked on different EDI healthcare transactions like 837 for submitting Claims, 835 for Payments,834 for Enrollment and Benefits, 270/271 for Healthcare Benefits and Enrollment Eligibility, 276/277 for Claim Status.
* Validated the 999 rejected 837 encounter files in the OPTUM tool to find the root cause for the

rejection and submitted data.

* Created SQL Scripts for extracting data from different sources.
* Created Business Intelligence (BI) dashboards, scorecards and other visualizations using multiple technologies including SSRS, Tableau.

**Environment:** Visual Studio, SQL Server, Tableau, SSIS, BizTalk, OPTUM, QNXT.

**SALIENT FEDERAL SOLUTIONS, INC., Alexandria, VA Dec 2015 – Dec 2016**

**Business Analyst/BI, Developer**

Provided full life cycle development as a member of Utilize Business Intelligence (UBI) team on contract to the U.S. Patents &amp; Trademarks Office (USPTO). As a part of the project created a Master Dashboard for the USPTO with all the contract details. The Master Contract Listing Dashboard was a point of contact for the business to see all the active contract details.

**Responsibilities:**

* Extensively used Tabadmin and Tabcmd commands in creating backups and restoring backups of Tableau repository.
* Organized the Software Design Document and Operational Guide made changes and updates.
* Developed insightful dashboards, and delivery of solutions adhering to BI industry best practices.

**Google, Sunnyvale, CA August 2015 – Dec 2015**

**BA/BI, Developer**

The GUTS (Google Unified Ticketing System) project is to manage all the tickets in a timely manner from different queues. Calculating the SLA, Audit Time Measurements, First Assigned, Assigned-to-group, total time in Assigned group, create to resolved, preparing the documents on the behaviors and most frequently ticket generated in the queue.

**Responsibilities:**

* Performed extensive requirement analysis including **Data Analysis and Gap analysis**
* Utilized advanced features of Tableau to link data from different connections together on one dashboard and to filter data in multiple views to analyze the status of the tickets.
* Designed and deployed rich Graphic visualizations with Drill Down and Drop-down menu option and Parameterized for calculating the Time Measurements for each group/queue.

**HSBC Software Development India Pvt. Ltd., INDIA July 2011- Dec 2013**

**Software Engineer**

**Project 1: Corporate Intranet Sites**

The purpose of this project is to create internet sites using an IBM tool called Team site. This project required to create templates using Java and Perl language.

**Project 2: Connect Redesign**

The purpose of this project was to re-design an existing intranet application with new features and new news editions using Java.

**Project 3: RTC**

Migration of project codes from one server to another, for multiple applications.

**Texas A&M University, Central Texas Feb 2014 – July 2015**

**Research Associate**

**Project 1: Fast Learning Automated System**

Fast learning automated system is a web-based application that provides course contents to students in electronic format. All information is displayed using C# .NET. Developed the GUI with Win Forms and reusable component library using VB.Net.

**Project 2: Hospital Management System**

Hospitals track day-to-day activities, patient records; doctors, nurses, and other staff schedules to run smoothly. The main aim of the project is to provide a 90% paper-free environment.