

HIMANSHU ARYA

SENIOR BUSINESS ANALYST



CONTACTS

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New
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ABOUT ME

As a highly analytical and results-oriented Business Analyst, I bring a robust seven-year track record of transforming complex business requirements into impactful data models and visualization solutions. My adept data analysis and presentation skills match my proficiency in Power BI development. I am looking for a challenging opportunity to apply my data analysis and visualization acumen to foster informed business decisions and insights.

SKILLS

- Data Analysis
- Data Visualization (Tableau, Power BI)
- MS Office
- Basic Database Management (MySQL)
- Speech Analytics
- Customer Relationship Management (CRM)
- Product Management

WORK EXPERIENCE

Senior Business Analyst, Provana India Private Limited, New Delhi
Feb 2020 - Present

- Collaborated with stakeholders to understand business requirements and translate them into effective data models and visualization solutions.
- Create customer journey flows and write detailed functional requirements and user stories for product management and roadmap.
- Review and suggest changes in UX designs with the design team per the client's expectations.
- Collaborate with the development team to facilitate and organize daily scrum meetings, sprint planning, backlog grooming, and sprint releases.
- Conducted requirement gathering meetings and communicated development risks, timelines, and dependencies to clients, by conducting weekly or daily status calls.
- Developed interactive dashboards and reports using Power BI and Excel, ensuring accuracy, clarity, and user-friendliness.
- Visualized complex data patterns, trends, and KPIs to facilitate decision-making and provide valuable insights to business stakeholders.
- End to End Project management skills (Research, Relationship management, Enabling automation and Coordination)
- Developed and maintained Power BI dashboards to visualize key performance indicators (KPIs), trends, and metrics relevant to various business units and stakeholders.
- Designed and implemented data transformation processes (ETL) to extract, clean, and load data from various sources.
- Created visually appealing presentations and executive-level reports, highlighting key findings, trends, and actionable recommendations for technical and non-technical audiences.
- Conducted in-depth data analysis to identify patterns, trends, and anomalies, providing valuable insights to inform business decisions.
- Worked on Operational Requirement of client and provided insightful solutions.
- Provided Data and Business reporting supports for Solution council and Others.
- Client Analysis and Client Acceptance and Evaluation process and discussion with leadership around actionable.

Business Analyst, Provana India Private Limited, New Delhi
Nov 2016 - Dec 2019

- Delivering speech analytics for client projects, and supporting broader development of speech analytics capabilities.
- Perform customer conversations/interactions analysis utilizing an advanced speech analytics solution.
- Construct searches and reports designed for automated analysis and topic identification in recorded conversations from a call center environment.
- Own on-time accurate quality delivery of analysis and reports/visualization in tight alignment with specified analytical objectives and/or ROI utilizing best practice speech analytics methodologies.

- Team Management
- Stakeholder
- Collaboration Attention
- to Detail Communication
- Advance Excel, PPT & SharePoint
- Sprint Planning
- Power BI & Tableau

- Product Development and Management
- Collaboration
- Strategic Solutions Jira

- Slack

LANGUAGES

English

COURSE

Data Analyst
Jan 2024 - Present

- Identify trends in customer interactions and present opportunities for improvement to operating efficiencies, customer experience quality, and process improvement.
 - Make recommendations and define data strategies that solve critical business problems.
 - Create project charters and analysis findings to ensure alignment with operational leadership and organizational goals.
 - Collaborate & communicate effectively with internal compliance manager, as well as business executives and stakeholders.
 - Collaborate with the Quality Monitoring team to implement and manage quality scorecards.
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EDUCATION

BBA, Guru Gobind Singh Indraprastha University, New Delhi, New Delhi
2014

- GPA: 72

XII, MCL Sarasvati Bal Mandir, New Delhi, New Delhi
2011

- GPA: 70
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PERSONAL DETAILS

Nationality
Indian