PRITESH SINGH Business Analyst

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TECHNICAL SKILLS

Business Analysis: Stakeholder Communication, Requirement Gathering, Requirement Management, Business Process Improvement, Cross-functional Collaboration, High and Low-Level Diagrams, Product Backlog, Sprint Planning, Change control.

Documentation: Business Requirement Document, Functional Requirement/ Specification Document, Software Requirement Specification, Requirement Traceability Matrix, Functionality Matrix.

Data Analysis: Cleansing, Analytics, KPI, Databases.

Power BI: Power Query, Data Modelling, DAX, Extract Transform & Load (ETL), Data Transformation & Visualisation.

Basic Understanding: Tableau, Python.

Tools: Agile Methodologies, Waterfall Model, MS Excel, Word, PowerPoint, Jupyter Notebook, GPT, SSMS, JIRA, SQL, Figma, Draw.io.

EXPERIENCE

Variable Software | Noida   Feb 2023 - Present

Junior Business Analyst | Gong-cha

- Facilitated daily scrums and review meetings to align users, stakeholders, and technical teams, enhancing efficiency by 20%. Preparing BRDs, FRDs, and user stories, and contributed to sprint planning using RTM and RACI matrices.
- Detected and addressed process gaps in 15% of workflows, collaborating on solutions that improved business processes by 25%.
- Developed over 200 tickets using JIRA and created accurate documentation and flow diagrams with Draw.io.
- Utilized SQL and Excel for data retrieval.
- Ensured final solutions met requirements with a 98% user acceptance rate in testing and QA activities.
- Monitored the progress, adjusted scope or timeline as needed, and optimized team roles to enhance efficiency, resulting in a 20% increase in team productivity while achieving organizational goals with high standards.
- Effectively utilized "Kanban" and "Scrum" boards, which resulted in a 40% reduction in completion time and a 25% increase in team productivity.

Software Engineer | ENS Enterprises | Noida   Aug 2018 - Jun 2019

- Developed intuitive websites, managed 10 portfolios, and trained 15 staff in website maintenance.
- Optimized website functionality and speed, improving the user experience by 30% and increasing traffic by 20%. Collaborated with 2 cross-functional teams, contributing to 4 website successes.

PROJECTS

Gong-cha - The Hybrid mobile app replicated a café brand and achieved 100,000+ downloads in the first 3 months.

Freelancer BA | Varanasi   Aug 2022 - Jan 2023

Human Resource Management Software (HRMS) - Streamlined HR processes, cut onboarding time by 40%, and improved data accuracy by 25%

DATA ANALYSIS

1. **Patient Waitlist | Power BI |** Evaluated patient waitlist data and created dashboards for 400 healthcare facilities.
2. **Zomato | Power BI |** Analysed restaurant data, tracked preparation and delivery status, and visualized restaurant metrics across 140 locations.
3. **Covid Deaths and Vaccinations | SQL |** Analysed data, identified trends in deaths and vaccinations across 56 regions.
4. **Data Cleaning, Nashville Housing | SQL |** Cleaned and pre-processed data, ensured data quality and consistency for analysis of 10,000 housing records.

SOFT SKILLS

Interpersonal: Relationship Building, Active Listening, Negotiations, Collaboration, Conflict Resolution, Communication & Reporting, Leadership, Teamwork, Client Handling, Customer Satisfaction, Risk Assessment.

Research: Primary, Lead Generation, Secondary, Content Writing.

EDUCATION AND CERTIFICATIONS

B. Tech (Mechanical Engineering) | KIT, AKTU | Varanasi, UP   Aug 2013 – Jul 2017