

SHIVDUTT GUPTA

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OBJECTIVE

I am a **Business Analyst** with 2 years of experience in the tech industry. I am skilled in managing and delivering complex projects on time and within budget. I am also proficient in Oracle database, API integration, Postman, Power BI, and MS Excel, cloud Bridge, JIRA software I have strong problem-solving and communication skills, and I am adept at using agile methodologies.

EDUCATION

Master of Computer Application, Maharaja Agrasen College Expected 2025

Bachelor of Computer Science, Lucknow University 2017 - 2020

SKILLS

Microsoft SQL Server

Microsoft Power Bi

Microsoft Excel

BRD AND FRD

Wireframing

JIRA Software

Manual Testing

API Testing:Postman

Cloud Bridge

LANGUAGE: HTML,Python,C and C++

EXPERIENCE

Business Analyst Aug 2022 - MAY 2024
ANR Software Pvt Ltd *India, Noida*

- In the role of a Business Analyst, resolving client-reported issues and updating the client's Customer Relationship Management (CRM) system
(Issue Identification: Root Cause Analysis: Testing and Validation: Update CRM)
- As a Business Analyst, creating a document and design for a new enhancement using agile methodologies involves collaborating closely with stakeholders, understanding business requirements, and iteratively refining the solution.
- As a Business Analyst, creating different types of reports using Microsoft Excel is a common task. These reports play a crucial role in analyzing business data, identifying trends, and making informed decisions.
- As Business analysts we also provide product support by helping clients understand how to use the product and resolve any issues they may have. We also work with developers to fix bugs and improve the product.
- As a business analyst, we use Jira software to manage and track the progress of projects and write user stories.
- By actively participating in regression testing and log monitoring activities, the Business Analyst helps ensure the reliability, functionality, and performance of software applications, ultimately contributing to the overall success of the project and satisfaction of stakeholders.

INTERNSHIP

Business Data Analyst Feb 2022 - Apr 2022
Solo-Learn *India, Delhi*

CERTIFICATES

- Career essential in data analytics by Microsoft
- Business Analytics with Excel
- Power Bi For Beginners

PROJECTS

Employee Management McDonald's. I'm working on an employee management project for McDonald's. We've investigated all hiring sources and stored them in a database. We've also tested all configuration flags for all users and managers, and monitored the logs to find and resolve any exceptions. Once all scenarios are complete, we'll provide a report to the client.

DLQ ENHANCEMENT FOR POLLER As per the current process, if we receive the sales data from QRSOFT for the closed stores and for the invalid stores (Does not exist), that data does not get processed into the application. As the store is moved into the closed stores, we receive alerts at our end stating that the packets are not processed, so currently we are adding these stores manually into the ignore list of polle

Altametrics Android Clock Android Clock is a device which is used by managers to track the activities of their employees like Meal Breaks, Rest Breaks, OT violation, End Of Shift Violation etc. It also displays the Shift timings, Missing employees, Break timings etc of the employees. Note:- Android Clock must be connected and be online so that managers can receive notifications.

Store Live Information "We have extracted the data from the database and created a report in Excel, organized by schema, to determine how many stores are live, how many have closed, the dates of closure, the owners of each store, and which resignation they belong to. Then, we developed a Power BI project based on this analysis." .

DECLARATION

- I am a highly motivated and results-oriented individual who is confident that I would be a valuable asset to your team