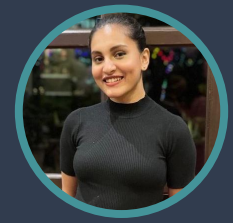


# Vaishnavi Parihar

## Business Analyst

Innovative business analyst creating customer-centric solutions to enhance user experience and drive optimal outcomes.



✉ vaish.official.2k@gmail.com

☎ 09582056257

📍 Noida, India

🌐 [linkedin.com/in/vaishnavi-parihar-6788a2191](https://www.linkedin.com/in/vaishnavi-parihar-6788a2191)

## WORK EXPERIENCE

### Analyst

HCL Technologies LTD.

08/2022 - Present

#### Achievements :

- Directed enhancement requests and implementation for **SevOne performance monitoring tool**, boosting system capabilities by 20% and enhancing user satisfaction by 15% based on survey results.
- Integrated **SevOne** data into **Power BI**, generating 10 interactive and insightful visualisations that increased data accessibility by 30% and slashed decision-making time by 25%.
- Collaborated with cross-functional teams to ensure streamlined integration of **SevOne**, improving operational efficiency by 20% and reducing downtime by 10%.
- Developed and maintained comprehensive documentation for enhancement requests and **Power BI dashboards**, ensuring clarity and continuity for future reference hereby cutting onboarding time by 40%.
- Identified opportunities for process improvements and provided strategic recommendations, leading to optimised processes, improving system performance by 15%.

## PROJECTS

### Project Management Dashboard

- Created a dashboard for tracking project progress, resource allocation, and timelines, enhancing project management and reporting which hereby improved project delivery times by 20% and enhanced visibility into project status and resource utilisation.

### Customer Survey Analysis

- Designed and conducted a customer survey to gather feedback on product features, user satisfaction and improvement, further provided recommendations that led to a 15% increase in customer satisfaction by addressing key concerns.

## EDUCATION

### Bachelors of Technology

G.L. Bajaj Institute of Technology

07/2018 - 07/2022

80.5%

#### Courses

- Electronics and Communication

### Senior Secondary Certificate

Plato Public School , Delhi

04/2017 - 05/2018

74.2%

#### Courses

- PCM + C++

## SOFTWARE PROFICIENCY

SQL

MS-Excel

Power BI

Python

SDLC: Agile and Scrum

JIRA

## SKILLS

- Business Process Improvement
- Data Analysis & Interpretation
- Stakeholder Management
- Cost-Benefit Analysis
- Product Lifecycle Management
- Agile Project Management

## CERTIFICATES

- Google Data Analytics Professional Certification ~ Coursera (05/2024 - 06/2024)
- PCAP: Programming Essentials in Python ~ Cisco Networking Academy (07/2021 - 09/2021)

## INTERNSHIPS

### Wipro (Project Engineer)

(03/2022 - 06/2022)

• Completed virtual training in C#(.NET), executed assignments and collaborated on multiple mini projects.

### Bharat Electronics (Summer Intern)

(05/2019 - 07/2019)

• Gained knowledge of IFF radar operations, visited internal units and analysed their assembly of processes.

## LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency