

PRAGYA SINGH

BUSINESS ANALYST

Dynamic professional having experience of 5.5 years with a passion for innovation, collaboration, and problem-solving. Bring fresh perspectives and adaptability to elevate projects. Ready to contribute dynamic solutions and transform visions into impactful realities for your team.

CONTACT

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TECH SKILLS

- SQL
- PYTHON
- POWER BI & Tableau
- SOAP UI & Postman
- UI/UX Testing
- Power Query & DAX
- API Testing
- User Acceptance Testing (UAT)
- BUG Finding and BUG Fixing
- TRIAGE
- REGRESSION Testing
- SANITY & SMOKE Testing
- JIRA& CONFLUENCE
- KANBAN
- SDLC & STLC
- BRD & FRD
- AGILE Methodology
- BPMN 2.0
- Web App Testing
- USER Stories
- Requirement Analysis
- ETL
- PROD env's Testing
- Research and Analytical Skills
- DESIGN Development
- Process Modelling
- Stakeholder Management
- Project Management
- Problem Solving Skills

SOFT SKILLS

- Team Collaboration
- Adaptability
- Attention to Detail
- Critical Thinking

WORK EXPERIENCE

Business Analyst

PureSoftware

03/2024 - Present

- At PureSoftware, I am working on projects for client-side - **Orange Business Services**, leading rigorous ETL testing of HR **data lake** processes using **Postman**, **SQL**, and **Excel**, achieving a perfect **100%** resolution rate.
- Developed and optimized complex **visual reports**, **interactive dashboards**, and **KPI scorecards** using **Power BI**, **Excel**, and **SQL**, delivering key insights to stakeholders and supporting strategic decision-making, while also utilizing **DAX queries**, **Power Query**, and bookmarks to streamline data processes.
- Connected **Power BI** to diverse data sources, efficiently managing **data import**, **transformation**, and **modeling** and used **Python**-based dashboards, visualizations for real-time business performance monitoring, leading to a 25% increase in operational efficiency.
- Drove **design and testing** of user-focused **web apps** like Just Communicate and Easy Mail, prioritizing **UI/UX** enhancements.
- Actively engaged in client demos, **agile** sprint tasks, and **defect tracking** using **JIRA**, ensuring smooth coordination with the team.
- Led daily **Scrum** calls, using technical know-how to keep the team on track, address issues, and adapt to changes smoothly within our **agile** workflow.

Design Analyst

Bravura Solutions

09/2021 - 02/2024

- Understanding **APAC**-Aware, Suncorp, Mercer, etc. Client requirement and develop the product accordingly.
- Producing designs of functionality to be developed and approaches to enable planning. Defining **acceptance test** to validate designs with **development of stories** as well as **code reviews**.
- Created dashboard using **Power BI** with database as **MySQL** and automated the insertion of data from **Excel** to **MySQL** using **Python** code.
- Utilized Power BI to create **insightful dashboards**, leveraging MySQL databases, to provide comprehensive **data analysis** and **visualization**. These dashboards facilitated strategic decision-making by presenting key metrics and trends extracted from various data sources, enhancing client understanding and satisfaction.
- Conducted hands-on testing of **REST** services through manual procedures using tools such as **Postman** and **SOAP UI**. This involved assessing the integration of web services with **process models** and various digital **financial operations**.
- Worked as a **team lead** in insurance and claims, awarded with Top Performer for team handling as a subject matter expert (**SME**) in insurance and claims.
- Created multiple Standard Operating Procedures (**SOPs**) and produced many training videos of processes resulting hike in team efficiency. Used by professional team, newly hired trainee and also utilized as demonstration and installation materials for clients' environment.
- Data Analysis** with **Python** to read data from sources like **CSVs** and **SQL** using libraries like Numpy, Pandas, **Matplotlib**, and Seaborn to process and visualize data.
- Analyze test execution, design, regression sanity and smoke testing, bug finding and bug fixing by following **Agile** Methodology with 100% FTR.

EDUCATION

PGDBM (Finance)

SCDL, Pune
05/2012 - 06/2014
Pune, India

Master in Commerce (Business Administration)

Dr. Bhim Rao Ambedkar University
03/2010 - 04/2012
Agra (U.P.), India

Analyst

Kailash Primeskill Pvt.Ltd

06/2020 - 09/2021

- Employ **data collection, cleaning,** and **advanced analytics,** applying statistical techniques and **data modeling** to discern trends, patterns, and anomalies.
- Spearheaded end-of-day reporting enhancements in Product with the creation of Business Requirements Documents (**BRD**) and Functional Requirements Documents (**FRD**).
- Engineer and sustain dashboards and reports using tools such as **Excel, Power BI,** and **SQL** for streamlined data visualization and analytics.
- Collaborate with diverse teams, integrating data-driven insights into strategies. Engage with marketing, finance, and operations to align objectives with **analytical findings.**
- Ensure that **analytical findings** are presented in a format that is easily understandable by non-technical audiences.

Operations Analyst

Aashlar Business School

12/2018 - 06/2020

- Leverage tools like **SQL** and **Excel** for insightful reports. Implement and maintain robust data systems for seamless decision-making.
- Formulate precise policies and procedures for personnel training, coaching, counseling, and career development. Align with industry best practices.
- Strategically supervise clerical and administrative staff. Set clear expectations, appraise results, and enforce disciplinary measures for a culture of excellence.
- Provide training and support to staff for the adoption of new tools and technologies.
- Communicate effectively with **stakeholders,** both internal and external, to ensure alignment on operational objectives.

CERTIFICATIONS

- **Design Thinking for Beginners: Develop Innovative Ideas (05/2022 - 06/2022)** - Learned design thinking process to identify and creatively solve problems using a human-centered approach.
- **Microsoft Excel: Data Analysis with Excel Pivot Tables** - Master Excel Pivot Tables and build data analysis skills
- **Microsoft Excel: Business Intelligence w/ Power Query & DAX** - Learn Power Query, Power Pivot & DAX for data analytics & business intelligence
- **Microsoft Power BI Desktop for Business Intelligence** - Master Power BI Desktop for data analysis with hands-on assignments & projects
- **Financial Modelling and Valuation (04/2021 - 08/2021)** - Learned creation of Financial Models with advance excel and Power BI

ACHIEVEMENTS

- **RegTech Pro- Bravura India Hackathon (10/2022)** - Second Runner-up
- **Bravo Award (05/2022)** - For performing exceptionally delivering client projects
- **Top Performer (02/2023 - 06/2023)** - Won top performer of the month (5+ times)
- **Spotlight Award (02/2021 - 05/2021)** - Exceeded targeted goals for 3 months straight