PRAGYA SINGH

BUSINESS ANALYST

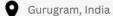
Dynamic professional having experience of 5.5 years with a passion for innovation, collaboration, and problem-solving. Bring fresh perspectives and adaptability to elevate projects. Ready to contribute dynamic solutions and transform visions into impactful realities for your team.

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 InnovativeIdeas (05/2022 06/2022) Learned design thinking process to identify and creatively solveproblems 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