**Name: Charan Bestha**

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**Professional Summary:**

* Dynamic IT Business Analyst/ Data Engineer with over 9 years of experience in gathering, analysing, and documenting business requirements for complex projects.
* Proven ability to deliver strategic insights and recommendations that drive operational efficiencies and enhance system functionalities.
* Proficient in gathering, defining, and documenting business and technical requirements using industry best practices.
* Proficient in SDLC methodologies such as Agile, Scrum, Waterfall, and Lean to ensure successful project delivery and alignment with business objectives.
* Expertise in all aspects of the Scaled Agile Framework (SAFe), sprint planning sessions, backlog grooming sessions, daily scrums, product demos, sprint reviews and sprint retrospectives.
* Adept in crafting detailed functional and non-functional requirements, including user stories, BRDs, FRDs, use case specifications, SRS, and managing RTM criteria.
* Strong ability to facilitate meetings, interview stakeholders, and communicate requirements effectively to ensure alignment and understanding.
* Handled Incident Management, Problem Management, Change Management, Service Catalog, Asset Management, Configuration Management Database (CMDB)
* Experienced with project management tools such as Microsoft Project, Atlassian Jira, and Azure DevOps to track project progress and deliverables.
* Expertise in generating reports using SQL Server Reporting Services (SSRS), Crystal Reports, and Excel spreadsheet.
* experienced SSA staff by sharing knowledge, offering advice, and helping them develop skills in using and managing Social Services Applications. This might include one-on-one coaching, helping troubleshoot issues, and ensuring that staff understand the system's best practices.
* Utilized SQL to extract, analyse, and interpret large datasets, providing actionable insights to support business decision-making processes.
* Developed and maintained complex SQL queries and stored procedures to streamline data retrieval and reporting.
* Proficient in using BPMN tools like Microsoft Visio, Lucidchart, and Bizagi to create and analyse process diagrams.
* Expertise in analysing and documenting current and future state processes to support workflow improvements and system implementations.
* Familiarity with e-procurement platforms such as SAP Ariba, Coupa, Jaggaer, and Oracle Procurement for managing vendor registration, bidding, evaluation, and contract management.
* Experienced in identifying, analyzing, and managing project risks using tools and techniques such as risk registers and SWOT analysis.
* Knowledgeable in test management tools such as Selenium, JIRA, and TestRail for writing and executing test scripts and cases.
* Skilled in using data analytics tools such as Tableau, Power BI, and Google Data Studio to support strategic planning and operational efficiency.
* Designed and implemented automated workflows using Power Automate, reducing manual tasks and increasing productivity by automating routine business processes.
* Proficient in Microsoft Teams, and Confluence for team communication, document sharing, and project collaboration.
* Ability to work within an aggressive and demanding project schedule and environment.
* Excellent written communication skills for creating detailed business requirements documents, functional specifications, and process documentation.
* Skilled in leadership and relationship-building, with a proven track record of facilitating customer requirements and developing client relationships.

**Technical Skills:**

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| **Technical Skill** | **Tools** |
| **Operating Systems** | Windows, macOS, Linux |
| **SDLC Methodologies** | Agile, Scrum, Waterfall, Lean |
| **Requirements Documentation** | IBM Rational DOORS, Jama Connect, HP ALM, BRDs, FRDs, SRS, RTM  Criteria |
| **Project Management** | Microsoft Project, Atlassian Jira, Azure DevOps |
| **Process Modelling and Analysis** | Microsoft Visio, Lucidchart, Bizagi |
| **Risk Management** | Risk Registers, SWOT Analysis |
| **Test Management** | Selenium, JIRA, TestRail |
| **Programming** | SQL, Python |
| **Reporting Tools** | Tableau, Power BI, Google Data Studio |
| **Team Communication and**  **Collaboration** | Microsoft Teams, Slack, Confluence |
| **Microsoft Products** | Microsoft CRM 4.0, Microsoft PowerAPPs, DataDogs, microsoft conferences |

**PROFESSIONAL EXPERIENCE:**

**Sasol North America, Houston, Texas Jan 2021 - Present**

**Role: Sr. Business Analyst**

**Responsibilities:**

* Involved in SDLC of the project from requirements gathering from Business users to perform technical design, development, and testing.
* Worked extensively in writing and debugging complex stored procedures, views, triggers, and user-defined functions.
* Designed the Data warehouse and done the mappings from Source to the Target tables.
* Worked extensively on SSIS packages to implement the data load strategy.
* Involved in designing, developing, and testing of the ETL (Extract, Transformation and Load) strategy to populate the data from various source systems feeds using SSIS.
* Created SSIS Packages using Pivot Transformation, Fuzzy Lookup, Derived Columns, Condition Split, Term extraction, Aggregate, Execute SQL Task, Data Flow Task, and Execute Package Task etc to generate underlying data for the reports and to export cleaned data from Excel Spreadsheets, Text file, MS Access, and CSV files to data warehouse.
* Deployed SSIS packages into various Environments (Development, Test and PROD) using Deployment Utility.
* Leading SSA staff by providing clear instructions, setting expectations, and ensuring alignment with organizational goals. This includes delegating tasks, ensuring efficient application use, and driving continuous improvement in the use of SSA systems
* Created SQL Server jobs and scheduled them to load data periodically using SQL server Agent.
* Identified the dimension, fact tables and designed the Data-Mart using Star schema.
* Created and Configured Data Source & Data Source Views, Dimensions, Cubes, Measures, Partitions, KPI’s & MDX Queries using SQL Server 2012 Analysis Services.
* Created complex SSAS cubes with multiple fact measure groups and multiple dimension hierarchies based on the OLAP Reporting needs.
* Wrote T-SQL queries, Stored Procedures and used them to build packages.
* Worked on Azure Data Factory, Azure Data Lake Analytics, Azure Database, and Azure Data Warehouse.
* Implemented ETL platform using Azure Data Factory, Data Bricks, Data Lake, Azure SQL.
* Responsible for Import and export data from various data sources like SQL Server Databases, Flat Files, MS Access, MS Excel, and other OLE DB providers achieved through Importing and Export Wizard in SSIS.
* Transferred data from various OLTP data sources, such as Oracle, MS Access, MS Excel, Flat Files, CSV files into SQL Server 2012
* Created and maintained various database in MS Access to track activities and progress.
* Involved in Dimensional Data Modeling and Cube partitioning in SSAS.
* Generated multi parameterized reports in MS SSRS 2012 allowing users the ability to make selections before executing reports; thus, making them user friendly.
* Created views and Stored Procedures for generating report. Responsible for creating the reports based on the requirements using SSRS.
* Created and maintained various database in MS Access to track activities and progress.
* Made Power BI reports more interact and activate by using storytelling features such as bookmarks, selection panes, drill through filters.
* Worked on several complex drilldowns, parameterized reports and on reports that call sub reports using SSRS.
* Involved in Report Design and Coding for Standard Tabular type reports, including Drill down and Drill through functionality and Graphical presentations such as Charts and Dashboard type metrics using SSRS.
* Scheduled reports for daily, weekly, monthly reports for executives, Business analyst and customer representatives for various categories based on business needs.
* Optimized the queries by creating various clustered, non-clustered indexes and indexed views.
* Extracted and analyzed data from various sources, data wrangling and cleanup using Python-pandas.
* Performed data cleaning and pre-processing on unstructured datasets extracting information in Python.
* Performance Tuning of Stored Procedures and SQL queries using SQL Profiler and Index Tuning Wizard in SSIS.
* Provided daily support to the user team as well as technical team for system wide tasks including monitoring, alerting and problem resolution.
* Involved in testing, bug fixing and documenting the work for the project at each phase.

**PWC - PricewaterhouseCoopers Mar2017 – Dec2020**

**Role: System Data Analyst**

**Responsibilities:**

* Gather and analyze business requirements, working closely with stakeholders to understand their needs and objectives.
* Develop functional specifications and articulate user stories based on business requirements.
* Create and **maintain** detailed documentation of business and technical requirements.
* Strong understating in ServiceNow workflows and implementation.
* Worked with different ITSM and ITOM tools and concepts.
* implemented a streamlined incident management process, reducing resolution time by 17% and increasing user satisfaction.
* Implemented and managed the ServiceNow Strategic Portfolio Management (SPM) module to align projects and programs with business objectives
* Collaborated with cross-functional teams to gather and analyse requirements for applications, ensuring alignment with business objectives.
* Developed and customized applications using Microsoft Power Apps to automate business processes, improving efficiency and user experience across various departments.
* Integrated Power Platform solutions with Microsoft Dynamics CRM to streamline customer relationship management processes, enabling seamless data flow and enhanced user interactions.
* Conduct impact analysis and risk assessment for proposed changes to the CRM/PowerApp environment.
* Provided training and support to end-users on Power Platform and Microsoft CRM functionalities, ensuring effective use of the systems and tools developed.
* Set up and customized Azure Boards for project tracking and management, ensuring alignment with business requirements and development processes.
* Mentor and provide guidance to junior business analysts in the team.
* Designed and developed workflows and case management solutions, resulting in streamlined business processes.
* Work with cross-functional teams to translate business needs into technical solutions using Microsoft CRM and PowerApp.
* Creating and articulating user stories to describe features and functionalities.
* Map and document existing business processes and propose optimized process flows to improve efficiency and effectiveness.
* Assisted in coordination of the Agile/Scrum development process using JIRA.
* Tailor system development lifecycle methodologies (Waterfall and Agile) to the project's needs and ensure artifacts are in line with the chosen approach.
* Collaborating with business stakeholders, developers, and project managers to define project scope and objectives.
* Participating in workshops, meetings, and interviews to elicit requirements and capture business processes.
* Used Azure Boards to plan and conduct Agile ceremonies like sprint planning, daily stand-ups, sprint reviews, and retrospectives.
* Utilized SQL to extract, analyse, and interpret large datasets, providing actionable insights to support business decision-making processes.
* Translating business requirements into technical requirements for development teams.
* Converted complex business requirements into easily understandable Gherkin scenarios to streamline communication between stakeholders and technical teams.
* Deliver engaging and informative presentations to stakeholders, conveying complex ideas in a clear and accessible manner.
* Designing and documenting process flows to illustrate business processes and system interactions.
* Worked on built-in scrum boards and planning tools provided by Azure Boards to help the teams run sprints, stand-ups, and planning meetings.
* Adhering to system development lifecycle methodologies, such as Waterfall or Agile, and adapting artifacts accordingly.
* Conduct workshops and interviews with users to elicit and validate requirements.
* Develop and maintain process flows to document existing and future workflows.
* Facilitate meetings and discussions to drive consensus and decision-making.
* Collaborate with quality assurance teams to define use cases, test scenarios, and test cases.
* Facilitated BDD (Behaviour-Driven Development) practices by integrating Gherkin-based scenarios into the development lifecycle.
* Conduct user acceptance testing (UAT) and gather feedback from users to improve the CRM/PowerApp solutions.

**eMudhra LTD Bangalore, India Sep 2015 – Feb2017**

**Role: Business analyst**

**Responsibilities:**

* Collaborate with stakeholders to understand and document business needs and requirements.
* Develop functional specifications based on business requirements, ensuring clear and concise documentation.
* Collaborate with quality assurance teams to define use cases, test scenarios, and test cases.
* Identify and document project risks, issues, and dependencies, proposing mitigation strategies as necessary.
* Built from crash custom and own CRM for retail and partner sales.
* Online KYC for FAB Bank: used Python, Machine Learning Libraries (sci-kit-learn) Successfully conducted a Python-based machine learning solution to analyse customer recorded video and documents, resulting in a 30% improvement in contactless account creations.
* Act as a liaison between business stakeholders and technical teams, ensuring effective communication and understanding of requirements.
* Provide insights and recommendations based on data analysis and business intelligence.
* Supported user story grooming, backlog planning and other scrum ceremonies, using Jira and collaborative tools.
* Mentor and guide junior business analysts in their professional growth and skill development.
* Maintain documentation and project artifacts, adhering to established standards and best practices.
* Working closely with the development team to ensure that the requirements are understood and implemented correctly.
* Conducting requirement validation and obtaining sign-offs from stakeholders.
* Involved in Project planning using JIRA for creating Epics, assigning user stories, and tracking progress in an Agile SCRUM based setup.
* Identifying and resolving gaps or conflicts in requirements during the development process.
* eMudhra Digital & back office: Enhanced the retail website's functionality for sale digital signatures, SSL Certificates, and certificate management while ensuring compliance with CCA rules and regulations, ensuring secure transactions on the website.
* Additionally, I took charge of updating pricing information, promo codes, and managing invoice generation to streamline sales and transactions. I collaborated closely with the backend team, providing support, troubleshooting issues, and ensuring the smooth functioning of the website's backend operations.
* Service Desk: Comprehensive support services using a robust ticketing system, akin to ServiceNow, to address employee concerns efficiently. This involved managing and resolving IT issues, responding to queries, and ensuring timely assistance to maintain smooth operations across the organization.
* FAB: Implemented paperless and contactless banking at the time of COVID19 lockdown, by double factor face identification technology for the client First Abu Dhabi bank.
* eSign: managing eSign services, I oversaw the implementation and usage of electronic signature solutions for both individuals and organizations. This involved:
* Implementation: Collaborating with stakeholders to identify the best eSign solution that met regulatory requirements and business needs. Implementing the chosen eSign platform and ensuring seamless integration with existing systems.
* Training and Adoption: Conducting training sessions and workshops to educate users on how to use the eSign platform effectively. Promoting adoption and usage across departments to streamline document signing processes.
* Compliance: Ensuring compliance with legal and regulatory standards related to electronic signatures, such as the ESIGN Act and eIDAS regulation in Europe. Implementing security measures to protect sensitive information and ensure the authenticity of electronic signatures.
* Workflow Optimization: Working with teams to streamline document workflows using eSignatures, reducing manual processes, paper usage, and turnaround times. Implementing automation features to enhance efficiency and accuracy in document signing and approval processes.
* Integration: Integrating eSign services with other business systems such as CRM, ERP, and document management platforms to facilitate seamless data exchange and workflow automation.
* Support and Maintenance: Providing ongoing support, troubleshooting issues, and addressing user inquiries related to eSign services. Monitoring system performance, conducting regular audits, and implementing updates to ensure optimal functionality and reliability.
* Overall, managing eSign services involved ensuring secure, efficient, and legally compliant electronic document signing processes for individuals and organizations, leading to improved productivity, reduced costs, and enhanced customer experiences.

**Educational Background:**

* Bachelors in computer science engineering from JNTU, India.