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| **Sweta Sharma**  **OPT-EAD** |

**Professional Summary**

* 8+ years of Experience in all phases of the Software Development Life Cycle (SDLC), including both Waterfall and Agile methodologies, with a working knowledge of the Kanban framework.
* Strong skills in communication, problem-solving, negotiation, critical thinking, and documentation, with expertise in gathering and analyzing business requirements.
* Proficient in documenting and defining both Functional and Non-functional requirements, along with detailed Business Rules, ensuring a clear understanding for all stakeholders.
* Extensive experience in creating and managing user stories, test cases, acceptance criteria, and tracking defects using tools like JIRA.
* Successfully collaborated with system users, development teams, and QA teams to deliver high-quality solutions, ensuring that business needs are met effectively.
* Skilled in root cause analysis, issue resolution, and ensuring timely delivery of high-quality products by resolving complex project, system, or application errors.
* Strong understanding of SQL, with experience in database support, monitoring activities, and system maintenance on Windows networks and servers.
* Quality Analyst experience, specializing in Functional Testing, User Acceptance Testing (UAT), and building comprehensive test plans, test cases, and test data.
* Adept in Agile environments, with in-depth knowledge of Scrum concepts such as Product Backlog, Sprint Planning, Daily Standups, and Retrospectives.
* Ability to adapt to change requests (CRs) seamlessly by thoroughly analyzing their impact on existing requirements, ensuring smooth transitions.
* Demonstrates excellent written and verbal communication skills, with the ability to lead cross-functional teams and negotiate between business users and technical teams.

**Technical Skills**

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| **Tools Used**: | JIRA, MS Office (Word, Excel, PowerPoint, Outlook), MS Visio, MS Project, SharePoint, Confluence |
| **SDLC Methodologies**: | Agile (Scrum), Waterfall |
| **Data Analytics**: | Tableau, Power BI, SQL, R, Python |
| **Business Modeling**: | MS Visio, UML Diagrams, Use Cases |
| **Project Management**: | JIRA, SharePoint, Confluence |
| **Tools Used**: | JIRA, MS Office (Word, Excel, PowerPoint, Outlook), MS Visio, MS Project, SharePoint, Confluence |

**Work Experience**

**Kroger, OH July 2024– Present**

Business Data/Process Analyst

America’s leading retailer. I have been working towards improving the inventory management system.

**Responsibilities:**

* Analyzed and evaluated business processes to identify areas for improvement, anticipating business needs, and implementing data-driven solutions.
* Collaborated with stakeholders and Subject Matter Experts (SMEs) to gather and comprehend business requirements for enhanced operations.
* Extracted and manipulated data using SQL queries, driving project implementation through comprehensive data gathering.
* Conducted statistical analysis on large datasets using R and Excel, providing actionable insights into inventory optimization.
* Tested and validated datasets to ensure accuracy, completeness, and integrity, maintaining high-quality data standards.
* Worked closely with the supply chain team to diagnose operational inefficiencies and streamline processes for improved performance.
* Utilized data exploration and visualization tools to guide data-driven business decisions, developing reports and dashboards in Power BI.
* Facilitated cross-functional meetings and daily stand-ups to ensure project alignment and progress tracking.
* Liaised with system developers and architects to integrate technical solutions that resolve business challenges and enhance operational effectiveness.
* Created clear and concise requirement specifications using standardized templates and natural language for seamless communication with development teams.
* Ensured that proposed solutions aligned with business goals and requirements, monitoring deliverables for timely project completion.

Environment: Agile (Kanban) methodology, JIRA, Confluence, MS-Office (Word, Excel, PowerPoint, Outlook), SQL, MS-SQL Server, R, PowerBI, SAP Business Objects BI

**Business Systems Analyst | ZAPPOS.COM, NY Jan 2023 – March 2024**

The Web Development Project is majorly focused on improving the Customer Experience and making sure that all the features provided in the new website match the older version, and new features are added to make the website portal more dynamic for Cross Platform functioning.

**Responsibilities:**

* Facilitated requirements gathering sessions with business group for gathering, analyzing and documenting the requirements and business rules. Created the Business Requirement Document (BRD) with user stories, UML diagrams, prototypes and Requirement Traceability Matrix (RTM)
* Interacting with clients and stakeholders to create business case, process workflow using Visio, creating wireframes and mock-up UI’s along with the architect to communicate visual data flow to end users
* Assisted in writing the user stories, estimating the story points using estimation techniques like Planning Poker, prioritizing the product backlog and facilitating various SCRUM ceremonies including Sprint Planning, Sprint Review, Sprint Retrospective, etc. along with the Product Owner
* Facilitating the Daily Scrum Call (stand-up meetings) and monitoring the team performance using the Burn Down Chart. Managing issues, planning future sprints and ensuring the team’s planned velocity and current velocity are in close proximity at all times
* Developing detail and summary reports including line and pie charts, trend analysis reports and sub-reports according to the business requirements
* Assisting in creation of test plans, test cases and test scripts for Unit, System, Regression and Load testing by creating Feature Files and conducted User Acceptance Testing to check if all the requirements are met

**Environment:** Agile-SCRUM, MS Office Suite, MS Visio, MS SQL Server, Tableau, Balsamiq, JIRA, Confluence, Cucumber

**Kangaroo Edu| Business/ Data Analyst August 2018 – July 2022**

**Project Scope: Data-driven optimization of the student placement process, improving operational efficiency and client satisfaction.**

* Led business process improvement initiatives that streamlined data collection and reporting, resulting in a 40% increase in student placement rates.
* Collaborated with stakeholders to automate manual processes using data integration tools, reducing data entry time by 25% and improving data accuracy.
* Conducted in-depth data analysis on student assessments and trends, presenting insights to senior management to inform resource allocation and curriculum adjustments.
* Developed data models and queries in SQL to support ad hoc reporting and identify key performance indicators (KPIs) for student success.
* Managed partnerships with foreign universities, driving a 20% increase in study abroad program applications through targeted data insights and program optimization.
* Created and maintained custom SQL reports and Power BI dashboards to track student performance metrics, resulting in a 10% improvement in test scores and academic performance.
* Participated in cross-functional teams to design and implement a new student information system (SIS), contributing to enhanced system integration and data flow efficiency.
* Monitored data quality and ensured compliance with data governance standards, resulting in improved accuracy and reporting reliability.

Environment: SQL, Power BI, Excel, MS Office Suite, Student Information Systems (SIS)

**Education Asia | Business Analytics Consultant June 2016 – July 2018**

**Project Scope: Improving student application processes through data analysis and automation.**

* Designed and developed Power BI dashboards to monitor the student application lifecycle, leading to a 35% reduction in processing time and enhanced visibility for stakeholders.
* Analyzed student demographic and market trends using SQL, enabling the launch of strategic initiatives that increased market share by 70%.
* Collaborated with IT and operations teams to automate routine application processing tasks, reducing manual workload by 30%.
* Conducted seminars and workshops based on data-driven insights to grow the client base by 30%, leveraging detailed reports and analysis to refine marketing strategies.
* Developed monthly performance reports using SQL and Power BI, enabling senior leadership to make data-driven decisions and track the success of strategic initiatives.
* Implemented workflow automation tools and integration with CRM systems, enhancing student application tracking and reducing errors.
* Participated in requirements gathering and documentation for new CRM integration, ensuring alignment with business goals and user needs.
* Worked with cross-functional teams to streamline business operations and enhance the customer experience through technology solutions.

Environment: Power BI, SQL, Excel, MS Office Suite, CRM Systems