**Monika**

**Senior Business Data Analyst**

**Mail:** **rathoremonicachamp@gmail.com** **/ Contact:** **+1 469-319-3955**

**LinkedIn :** [**linkedin.com/in/monika-champawat-1a839974**](https://www.linkedin.com/in/monika-champawat-1a839974)

**Professional Summary:**

* Experience: 10+ years in IT, specializing in Business & Systems Analysis, Data Analytics, and Agile Project Management (Scrum, SAFe).
* Expert in requirement gathering & analysis, using advanced elicitation techniques: Document Analysis, Brainstorming, Focus Groups, Client Interviews, Reverse Engineering, and JAD Sessions.
* Proficient in Business Process Modeling (BPM) and UI/UX Prototyping, utilizing MS Visio, Balsamiq, Draw.io, Figma, and HTML for enhanced user experience design.
* Strong knowledge of Business & Strategic Analysis techniques: GAP Analysis, Impact Analysis, Stakeholder Analysis, SWOT Analysis, and Root Cause Analysis.
* Expertise in Data Analytics, Data Visualization, and BI tools: Power BI, Tableau, Looker, and Excel.
* Proficient in SQL and database management, including writing complex SQL queries, Stored Procedures, Joins, Triggers, Indexing, and performing DDL, DML, and DRL operations.
* Experience in statistical analysis & predictive modeling using Python (Pandas, NumPy, SciPy, Matplotlib, Seaborn) and R.
* Skilled in Data Mining, Data Wrangling, and Exploratory Data Analysis (EDA) to identify trends and patterns in large datasets.
* Strong technical expertise in Service-Oriented Architecture (SOA), Microservices, APIs, and Cloud Technologies (AWS).
* Expert on maintaining and managing Tableau and POWER BI driven reports and dashboards.
* Hands-on experience in ETL processes, Data Migration, Data Mapping, and Transformation Rules for OLTP to OLAP movement into Data Warehouses & Data Marts.
* Proficient in Data Governance, Data Quality Management, and Master Data Management (MDM) to ensure data accuracy, consistency, and compliance.
* Automated data pipelines and ETL processes using SQL and scripting languages.
* Developed and maintained Qlik Sense dashboards to visualize business performance.
* Expert in Agile & SAFe methodologies, working across multiple Agile Release Trains (ARTs) and facilitating Scrum ceremonies (Sprint Planning, Daily Stand-ups, Sprint Reviews, Retrospectives, and Backlog Grooming).
* Developed complex SQL queries for data extraction, transformation, and analysis.
* Hands-on experience with KPI-driven Agile performance tracking, using Burn-up/Burn-down Charts, Cumulative Flow Diagrams (CFD), Defect Metrics, and Velocity Charts.
* Extract insights from banking data using SAP analytics
* Skilled in testing methodologies, including User Acceptance Testing (UAT), Regression, Integration, Functional Testing, and Database Testing (SQL).
* Led Salesforce development teams, ensuring best practices and code quality
* Strong stakeholder management, bridging the gap between business needs and technical execution, enhancing communication, problem-solving, and conflict resolution skills.
* Proven experience collaborating with Solution Architects & Development Teams to design and implement APIs, Web Services, and Microservices within enterprise technical architecture.
* Proficient in dashboard/report development with data storytelling techniques to communicate complex insights effectively.

**Technical Skills:**

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| **Methodologies** | Agile (SAFe, Scrum, Kanban), Waterfall, Hybrid |
| **BI Tools** | Tableau, Power BI, Crystal report, MS Visual Studio, Looker, AWS Quicksight |
| **Modeling Tools** | MS Visio, Lucid Charts, HTML |
| **Databases** | MS SQL Server, Oracle 12c, IBM DB2, MongoDB |
| **Documentation Tools** | MS Office Suite, SharePoint, Confluence, Swagger |
| **Web Technologies** | XML, JSON, HTML, SOAP, RESTful  |
| **Project management tools** | Rally, JIRA, Confluence, MS Project, ServiceNow, AEM |
| **Testing tools** | HP ALM, Soap UI, Postman, Selenium, Swagger |
| **ETL and Mapping tool** | Informatica, Power Center, SSIS and MS Excel |

**Professional Experience:**

**Client: Foundever, Remote Dec. 2023 – till now**

**Role: Sr. Business Data Analyst**

**Responsibilities:**

* Defined project goals and scope, translating business needs into technical requirements while preparing detailed Work Breakdown Structures (WBS) and driving shared accountability for achieving project milestones using MS Project.
* Collaborate with developers to design, test, and implement SAP functionalities and integrations.
* Created data dictionary, Data mapping for ETL and application support, DFD, ERD, mapping documents, metadata, DDL and DML as required.
* Perform data analysis on IVR call logs and reports to identify trends, call drop-offs, and areas for improvement.
* Managed data migration projects, including Siebel to Salesforce (SFDC) transitions.
* Actively participated in Agile ceremonies, monitored team performance, and effectively mitigated technical impediments to ensure smooth project execution.
* Conducted strategic analysis including GAP Analysis, Impact Analysis, and Root Cause Analysis to assess requirement feasibility and business impact.
* Extracted, transformed, and loaded (ETL) data into Qlik Sense from various sources.
* Generated, wrote and run SQL script to implement the DB changes including table update, addition or update of indexes, creation of views and store procedures.
* Created and maintained Use Case Documentation, including Business Use Cases, System Use Cases, and visual models such as Use Case Diagrams, Activity Diagrams, and Data Flow Diagrams (DFD) using Microsoft Visio.
* Gather and analyse business requirements for IVR solutions, ensuring alignment with organizational goals.
* Collaborate with stakeholders, including product owners and developers, to design and optimize IVR workflows.
* Designed and implemented Object-Oriented programming solutions for enterprise applications.
* Designed custom data models to support dynamic and efficient data analysis.
* Designed and developed interactive dashboards to provide actionable business insights.
* Automated data pipelines with Python and AWS SageMaker, improving accuracy in financial risk assessments and projections.
* Managed large datasets on AWS S3, ensuring data integrity and security for crucial financial initiatives.
* Led requirement elicitation sessions with key stakeholders, including Product Owners, Claims Managers, Examiners, and Compliance Teams, utilizing Brainstorming, JAD Sessions, Focus Groups, and Document Analysis to identify business gaps.
* Analyzed and visualized large datasets to identify trends and patterns.
* Analyzed DB discrepancies and synchronized the Staging, Development, UAT and Production DB environments with data models.
* Resolved complex Salesforce production issues, ensuring system stability.
* Assisted UI development teams in implementing Client-Side validations, AJAX-based dynamic UI interactions, Authentication, and Authorization to enhance user experience.
* Collaborated on Business Rules definition, ensuring seamless implementation of business logic and web orchestration, leveraging Postman for API testing and validation.
* Developed and reviewed critical project documentation, including Business Rules, Business Requirements (BRD), Functional Specifications (FRD), Test Plans, and Project Schedules to maintain project alignment.
* Facilitated ETL processes, ensuring accurate data migration and profiling across multiple systems while coordinating with Data Analysts and ETL teams.
* Integrated Custom Visuals based on business requirements using Power BI desktop.
* Partnered with Database Administrators & SQL Developers to optimize backend performance, contributing to conceptual and logical database redesign efforts.
* Provided training and support to end-users on Qlik Sense functionalities.
* Recommended and implemented SAP Crystal Reports to enhance report generation and scalability, improving business intelligence capabilities.
* Led UAT sessions, developing comprehensive Test Plans and Test Cases to validate functional and non-functional requirements.
* Developed and optimized Lightning Framework components for enhanced UI/UX.
* Maintained a Requirements Traceability Matrix (RTM) to track requirement fulfillment across the project lifecycle, ensuring alignment with business objectives.
* Implemented several DAX functions for various fact calculations for efficient data visualization in Power BI.
* Utilized AWS Recognition to enhance image data analysis, improving categorization and processing efficiency
* Designed and implemented Salesforce Flows and Process Builder automation.
* Conduct requirement gathering sessions with stakeholders to define SAP system enhancements and business needs.
* Configure and customize SAP modules (e.g., SAP MM, SD, FICO, HCM) to align with business objectives.
* Utilized Power BI (Power Pivot/View) to design multiple scorecards and dashboards to display information required by different departments and upper level management
* Provided post-production support, leveraging ServiceNow to resolve claims-related tickets raised by managers and examiners, ensuring timely issue resolution.
* Created compelling data stories using charts, graphs, and heatmaps.
* Reviewed Service Level Agreements (SLA) and collaborated with Database Administrators for Stub Data management to facilitate system testing and performance optimization.

**Environment:** UML, AWS Cloud, Informatica, SOA, (HTML/CSS, JAVASCRIPT, JAVA, Oracle), IVR, Power BI, AJAX, API’s, Web services, Microservices, SOAP, XML, REST, JIRA, CONFLUENCE,

**Client: Human BioSciences, Austin, Texas Sep 2022 – Nov 2023**

**Role: Business Data Analyst**

**Responsibilities:**

* Wrote Technical User Stories and presented them in the Backlog Grooming Sessions.
* Assisted Product Owner in breaking down Features and User Stories using SPIDR technique.
* Assisted the product owner in prioritizing the backlog item using ​MoSCoW​ technique.
* Assisted in developing the Acceptance Criteria for the User Stories and ensured that the Acceptance Criteria was written in GIVEN-WHEN-THEN format.
* migration of data operations to AWS cloud services, ensuring scalable architecture and efficient data management.
* Created and optimized Qlik Sense scripts for data processing and visualization.
* Integrated Qlik Sense with databases, APIs, and external data sources.
* Ensured data accuracy and consistency in visual reports for informed decision-making.
* Facilitated meetings between development Team Leads and SMEs to understand requirements to achieve sprint goals and assisted in creating the DOR (Definition of Ready) and DOD (Definition of Done) as per the needs.
* Developed Apex classes, triggers, and batch jobs to automate business processes.
* Collaborated with business stakeholders to define key performance indicators (KPIs).
* Created reports using Tableau functionality is like Queries, Drill Down, Prompts Functions to meet the requirements using SQL Server.
* Document functional and non-functional requirements for IVR systems, ensuring clarity for development teams.
* Work closely with UX/UI teams to enhance IVR call flows, improving usability and reducing call handling time.
* Helped team in developing and maintaining the ​Scrum board​.
* Worked with the Product Owner and Self-Organizing and Cross-Functional team members including Technical lead, Developers, Testers and Quality Analyst for project completion.
* Facilitated User Acceptance Testing (UAT), and guided business users by providing User Manual to Validate and Verify the business requirements of the developed application under business scenarios.
* Facilitated the Sprint Planning meeting, Daily Stand-Up, Sprint Review and Sprint Retrospective.
* Tracked team’s performances using Capacity, Velocity, Burnup/Burndown charts on JIRA.
* Developed parameter and dimension-based reports, drill-down reports, matrix reports, charts and Tabular reports using Tableau Desktop.
* Created and maintained Visualforce pages and Lightning Web Components (LWC).
* Integrated AWS S3 with various data services for seamless data flow across platforms.
* Performed initial testing of REST API’s using Postman to verify to API response message and codes.
* Coordinated with Database Administrators/ SQL developers in improving backend performance by participating in the conceptual redesign and logical redesign of the existing database.
* Presented data insights and reports to leadership and cross-functional teams.
* Conducted performance tuning of Qlik Sense applications for faster insights.
* Ensured NACHA guidelines/operating rules and compliance.

**Environment:** Agile-Scrum .Net (VB.NET, ASP.NET), MS Visio, SQL Server, MS Office suite, MS Project Professional, Mockup screens, HTML, XML, JIRA.

**Client: AppXperts, Chennai, India Dec 2019 – July 2022**

**Role: Business Data Analyst**

**Responsibilities:**

* Involved in Project Management Planning activities of this Project Scope Management, creating Work Breakdown Structure (WBS), Schedule Management, Stakeholder Management using MS Project.
* Analyzed he As-Is and To-Be state of the project and performed Gap Analysis.
* Designed and developed Use Cases, Use Case Diagrams and Activity Diagrams.
* Actively took part in JAD sessions and created SRS.
* Worked on the data provider that forms the basis of the ad-hoc analysis.
* Developed Test Plans, Test Strategies, Test Scenarios, and Test Cases based on the User Stories and Acceptance Criteria defined according to the business requirements.
* Gathered Requirements through different elicitation techniques such as, Document Analysis, Brainstorming, Interviewing, and conducting JAD sessions with designers, developers, business users, and SME’s.
* Created Business Requirements Document (BRD) with the business users.
* Worked closely with Business to define and document business requirements using elicitation techniques such as Focus Groups and One on one Interviews.
* Provided multiple demonstrations of Tableau functionalities and efficient data visualizations approaches using Tableau.
* Created Tableau scorecards, dashboards, Heat maps using show me functionality.
* Conducted User Acceptance Testing (UAT), Beta Testing, and involved in Code Review Sessions to ensure that the system's functionality aligned with the business requirements specified in the BRD.

**Environment:** Waterfall Methodology - (HTML/CSS, Java, Oracle), MS Project, MS Visio, MS Office Suite, SharePoint, Tableau, Web Services, API, Microservices, AJAX, SOAP API, RESTful Services.

**Client: Indira IVF, Chennai, India Mar 2015 – Nov 2019**

**Role: Business Analyst**

**Responsibilities:**

* Produced detailed description of user stories, business rules, flows, and data elements required developing new and modifying existing products.
* Helped various business units to automate GIS data manipulation from one format to another using FME.
* Cooperated and assisted business and technical personnel during Knowledge Transfer sessions for mutual understanding of processes and applications.
* Core responsibility involved complete manually testing of the User Acceptance Test (UAT)
* Conducted a budget planning of the project through walkthroughs and meetings involving various leads from Development, QAs and Technical Support teams.
* Acquired Management Skills by collaborating with the quality team in identifying the Root Causes and Non-Value Adding Processes that affected the service desk and modifying the fatal parameters like Quality Scores and Productivity.
* Prepared Business Requirement Specification (BRD) and converted the business requirements into System Requirement Specification (SRS).
* Acquired Strong Analytical and Critical Thinking skills and evaluated risks related to stakeholder requirements and implementations with the testing processes.
* Provided input to the Change Management team for pilot processes to effectively meet the client needs and developed Business Specifications.

**Environments:** Hybrid Methodology (HTML/CSS, Java, SQL), MS Visio, SQL Server, MS Office suite, MS Project Professional, Mockup screens, HTML, XML, SharePoint, MS Visio, MS Project, SQL, IBM Rational Requisite Pro.