**Naina Gupta**

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**PROFESSIONAL SUMMARY**

Solution-Oriented Senior Business Analyst offering 8+ years of experience in the software industry, driving complex implementations to help clients easily and efficiently plan, evaluate, and implement solutions that best match their objectives.

* Reviewing the BRD, attending requirement workshops and collaborating with businesses to analyze the requirements and use cases
* Managed deployments of SaaS software solutions encompassing custom implementations of entire portfolio of energy efficiency and renewable programs for major utilities.
* Well versed in data mapping and user acceptance testing, as well as solving complex problems in high pressure environments.
* Extensive experience working on various phases in Software Development Lifecycle (SDLC) and building custom business processes through full system implementation life-cycles (analyze, design, build, test, implement, support)
* Led daily, weekly and monthly meetings with internal and external stakeholders providing updates, plans and goals for projects.
* Have good understanding for application development projects involving Agile and Waterfall Methodologies.
* Designing various business processes for clients that suit the software application and operation.
* Documented process flows and Collaborated with Product Manager, Architect and Project Manager to assist making decisions related to projects, product and process improvements and enhancements.
* Excels at cultivating, managing and leveraging client relationships.
* Ability to handle simultaneous projects, meet critical deadlines and timely execution of several projects.
* Team player with strong analytical, interpersonal, communication and Problem solving skills.
* Excellent verbal and written communication

**Technical Skills**

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| **Statistical Analysis Tool** | Tableau, Minitab, Google Analytics, Tibco - Jasper Soft |
| **Agile Project Management Tool** | JIRA, Trello, Service Now |
| **Database** | MYSQL |
| **Wire framing and BPMN Tool** | MS Visio, Intallio, Activiti, Gliffy, Draw.io |
| **MS Office Suite** | Word, Power point, Advanced Excel (PivotTables, VLOOKUP, VBA, Data Tables, Macros, Charts, linear regression and statistic) |
| **Technologies** | HTML, CSS, XML, REST services |

**Career Summary**

**Senior Business Analyst**  **2012 - Present** **Nexant Inc** – San Francisco, CA

* Worked on multiple projects at any given time.
* Lead team of analysts to gather requirements and develop technological solutions for administrators and advised on how to enhance data gathering and consumption.
* Synthesized and Consolidated Utilities’ complex business logic and developed framework to streamline business processes and improve cohesion with technology.
* Worked closely with utilities to develop auditing, and financial reports for regulatory requirements; and oversight of contractor data, vendor data evaluation, fiscal finances and invoices.
* Provided management and support for utility DSM programs and ensured contract and regulatory compliance, client responsiveness, and operating budgets are met.
* Used various software tools, to improve operational efficiency and turn-around times while reducing human errors.
* Initiated and drove enhancements of new product functionality by working closely with product managers, developers and QA to oversee implementation.
* Translated and converted client specs into product functionality
* Developed resourceful and innovative workarounds for software limitations which subsequently became standard practice for implementations.
* Worked on customer data migration mapping (CC&B) and SAP accounts payable schema for utilities with over million customer records
* Worked with utilities to develop customer eligibility criteria, qualifying measures, and regulatory documents for DSM programs across multiple states
* Managed program delivery team, including: application and incentive payment processing, trade ally outreach, project inspections, and program reporting.
* Swiftly moved up in responsibility and increasingly took on leadership positions as role within company expanded.

**Education**

Bachelors, Electronic Engineering, Mumbai University, India

**Volunteer Work**

Working as Boy Scout of America (BSA) Energy counselor in conjunction with Stanford’s “Know Your Energy Numbers” program to provide tools and bring awareness among young scouts to make smart energy choices ,learn about renewable energy and reduce our impact on the environment.