ADITYA SHRIVASTAVA

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SUMMARY

Strategic and results-driven Business Analyst with 6+ years of broad-based experience in award-winning solutions for business solutions software and analyzing business operations, Notable achievements include saving the company a total of $15M annually& reducing the labor cost by 15% annually. Expertise in CRM, Data Analysis, Agile, Waterfall & Scrum

EXPERIENCE

Workforce Forecasting Analyst, Alegeus   *Nov 2020 - Present*
- Managed operational data to deliver the results with workforce optimization, aligned workforce capacity and capability with longer-term business strategies, optimized service levels up to 90% based upon business volumes and parameters
- Extracted the historical data using SQL and rendered the errors and validated the datasets, distributed, and analyzed call center performance reports, and initiated strategic solutions for increasing accuracy and improvement in the CRM
- Developed, strategic business solutions through research and analysis of data and business processes for workforce team using Genesys, reviewed intra-day performance (IDP) accuracy, updated EWFM inputs to achieve forecasting goals

Business Analyst, Honeywell (Contract)   *Mar 2020 - Nov 2020*
- Formulated business requirement collection approach based on project scope, utilizing agile methodology, Devised new features in existing CRM utilizing MS Dynamics leading to 80% reduction in data redundancy
- Redesigned fulfillment processes and protocols, saving company a minimum of $15 million, Implemented a CRM process using MS Dynamics that reduced refunds by 32% and labor cost of $2.5 million

Business Analyst, Boston University (IS&T Department)   *Sep 2018 - Jan 2020*
- Assisted the Executive Director and the BI team in the development and coordination of annual planning and evaluation systems like new payroll system and healthcare systems which resulted in saving the costs by 15% annually
- Interviewed, Reviewed, Gathered and Validated requirements with all pre-requisites required to elicit artifacts, Instilled and contributed to AS-IS & To-Be Process Modeling Sessions, installed process models

Business Analyst, Zensar Technologies   *Aug 2016 - Jul 2018*
- Reviewed historical sales data to identify top accounts resulting in 80% increase in sales volume, Mentored team of 6 analysts and conducted CRP training sessions to implement new or improved systems and procedures
- Improved performances by 10% by applying agile methodology and SDLC models to select features, optimized classifiers, Waterfall methods to configure & develop process, standard procedures

Business Analyst, Abhyudaya Multimedia   *Nov 2014 - Jul 2016*
- Developed comprehensive project documentation including Scope & Vision Document, Business Requirements Document, Functional & Technical Design Document, UAT scripts and sign-off document and training kit, manuals

PROJECTS

Business Analysis of Amazon. Inc
- Reviewed Data and Business functionalities of Amazon. Inc. developed skills on AWS s3 and AQLD, Defined data collection, reporting architecture, KPI dashboards and reports, Deployed SQL and derived a schematic ERD

Movie Rental Website
- Led as Project Manager, designed a website for a Movie rental, deploying JavaScript & Chrome Developer & Tableau tools, Deployed Gantt, PBS, WBS, PERT Chart through Microsoft Project, Agile Software & Scrum Management

Green Glass Member Enhancement Program
- Administered as Team Leader & Formulated a robust system employing SDLC, DevOps, DFDs, HIPO & ERM techniques, Constructed EA for application and boosted monthly sales (14%) via the implementation of ERP modules

EDUCATION

Master of Science, Computer Information Systems   *Sep 2018 - Jan 2020*
Boston University   GPA: 3.43
Bachelor of Engineering, Electronics and Communication   *Aug 2013 - Jun 2017*
Rajiv Gandhi Proudhyogiki Vishwavidyalaya   GPA: 8.78

SKILLS

Languages skills: C, C++, Python, SQL, R, JavaScript
Operating Systems: Windows OS, Mac OS, Linux, UNIX
Methodologies: SDLC, Agile-Scrum, Waterfall, Kanban, Requirements, GAP Analysis, RACI Matrix, RTM, Process Analysis, Capacity Management, Root Cause Analysis, Pareto Analysis, Critical Path Analysis, A/B Testing
Tools: Microsoft Office, Microsoft Project, Visual Studio Core, AWS s3, Neural Networks, Google Cloud Platform, Heroku, Tableau, JIRA, JAD, Microsoft Access, Rational tools, Clarity, Epic, Power BI. Rational Rose, ClearQuest, ClearCase, Rational Soda, Rational Rose, Marketo, Sawtooth, SAP NetWeaver Business Warehouse, Microsoft Dynamics, Genesys, WFM, Powerpoint, WMS, Data Analysis, HR