

## Business Analyst | Enterprise Platforms & Data Analytics | Systems & Process Optimization

Business Analyst with 2+ years of experience owning analysis across enterprise SaaS platforms and analytics initiatives in regulated, high-volume environments.

Proven track record of owning end-to-end analysis across systems, workflows, and data pipelines to drive product decisions, platform optimization, and operational efficiency. Adept at translating complex business needs into clear requirements, user stories, acceptance criteria, and data-driven recommendations. Strong cross-functional collaborator partnering with Product, Engineering, Operations, and QA teams, leveraging Power BI, SQL, and Python to analyze large datasets, identify trends, mitigate risks, and inform roadmap decisions.

## Core Competencies

- Requirements Gathering & Business Analysis
- Process Improvement & Workflow Optimization
- Data Reporting & Analytics (SQL, Power BI)
- Operational & Financial Analysis
- Cross-Functional Stakeholder Collaboration
- Enterprise Platform & System Analysis

## Technical Proficiencies

**Business Analysis & Product Tools:** Jira | Confluence | Lucidchart | Balsamiq

**Data, Analytics & BI Tools:** Power BI | SQL | Microsoft Excel | MS SQL Server | Python

**Platforms, DevOps & Technical Tools:** Azure DevOps | GitHub | Splunk | AWS S3 (operational file storage & triage)

## Professional Experience

### LegalConnect (dba Rapid Legal) — Chino Hills, CA

October 2024 — Present

#### Business Analyst

Own end-to-end business analysis by translating complex stakeholder and operational needs into clear user stories, acceptance criteria, and mockup-driven specifications, partnering closely with Product, Engineering, Operations, and QA teams. Support and manage legacy e-Filing production platform through stakeholder request intake, issue triage, and coordination of defect resolution with development teams to ensure uninterrupted, compliant system operations.

- Led requirements elicitation and documentation for NextGen e-Filing workflows and for STAX-to-Stripe payment gateway migration supporting tenant onboarding, financial verification, approval workflows, and automated notifications.
- Enhanced operational accuracy and compliance by defining requirements for financial and transactional processing workflows, including validations, exception handling, and audit-ready controls.
- Proposed and owned requirements for Batch Invoicing and Batch Payments workflows; designed process flows, defined billing and payment scenarios, and validated solution and green-light development in liaison with Product and key stakeholders.
- Created and published Power BI dashboards across more than 4M e-Filing records; identified document-level rejection patterns and delivered insights that guided Smart AI Review initiative and enabled proactive error detection before submission.
- Improved tenant retention rate by conducting churn prediction and retention analysis for a high-value tenant through order and invoice data, identifying inactive customers, and recommending targeted engagement strategies.

### Bizinc — Remote

July 2024 — August 2024

#### Business Analyst Intern

Partnered with cross-functional Product, Engineering, and Operations teams to gather feedback, refine documentation, and enhance usability and alignment by translating business needs into clear functional specifications, user stories, and acceptance criteria supporting ongoing product enhancements.

- Improved clarity for non-technical stakeholders and standardized release procedures by authoring comprehensive technical documentation and deployment guides for a web application and social platform.
- Designed step-by-step deployment instructions with visual references to streamline rollout and reduce setup errors.

*Additional Experience as Software Engineer at Capgemini Engineering — Gurgaon, India, Jan 2021 — Dec 2021*

## Education & Certifications

### Master of Science in Information Systems, Business Analytics, 2022 — 2024

California State University — Fullerton, CA

### Bachelor of Technology, Computer Science, 2016 — 2020

Mahatma Gandhi Institute of Technology (MGIT) — India

**Certifications:** IIBA Entry Certificate in Business Analysis (ECBA), Microsoft Certified PowerBI Data Analyst Associate