



JAGRATI ARORA

*Highly motivated and Self-driven individual; targeting challenging assignments as **Business Analyst/Tableau Developer/PowerBI Developer** in an organization of high- repute preferably in Mumbai, Pune, Gurugram & Noida*



arora.jagrati13@gmail.com



+91 7974770953

CORE COMPETENCIES

- Business Analysis
- Quality Management Systems
- Subject Matter Expert (SME)
- Statistical Analysis
- Process Reengineering
- Project Management
- Team Management
- Strategic Analysis
- Waste Elimination

EDUCATION

- Diploma from Frankfinn Institute, Mumbai in Nov'18
- B.E. (Computer Science Engineering) from Shri Balaji Institute of Tech & Mgmt., Betul in May'17
- 12th from MP Board of Secondary Education, Betul in Apr'13

TECHNICAL SKILLS

- Tableau
- PowerBI
- SQL
- Jupyter Notebook
- JIRA
- Agile Methodology
- Python
- Microsoft Excel

PROFESSIONAL SUMMARY

- Achievement-driven professional with **over 3 years** of rich and extensive experience as **Business Analyst and SME (Subject Matter Expert)**.
- In-depth understanding of **Reporting, Work Order Processing, Quality Control & Data Processing**.
- Hands-on experience in **advanced analytical practices** such as predictive analysis, attribution modelling and customer profiling
- Gained knowledge in **preparing data for use by Tableau** as well as **establishing connections to Data Sources**.
- Expertise in **making essential technical and strategic changes** to improvise present business intelligence systems.
- Pivotal knowledge of **identifying business trends by utilizing real data, compiling analysis reports** that are delivered to developers and then follow-up on all results.
- A go-getter with strong communication, coordination, analytical & networking abilities.

PROFESSIONAL EXPERIENCE

Sept'21 - Jul'22 | Senior Analyst/Subject Matter Expert | Dhan Infotech, Nagpur

Growth Path:

Nov'19 - Aug'21: Business Analyst

Sept'21 - Jul'22: Senior Analyst/Subject Matter Expert

Role as Senior Analyst/Subject Matter Expert:

- Delivered valuable insights via data analytics and advanced data-driven methods.
- Supported the development, sharing, and enhancement of dashboard & reporting solutions.
- Directed the distribution of work among younger analysts, educated new personnel, and oversee the peer evaluation of completed work orders.
- Managed and achieved project goals by leveraging the complex understanding of systems engineering concepts and stakeholder requirements.
- Effectively researched and analyzed business processes, procedures as well as verification process.

Role as Business Analyst:

- Managed feasibility study of all technology related requirements, migration to new database & applications
- Worked on projects including National and Regional Property Preservation for different regions of USA, also managed Work Order

SOFT SKILLS

Analytical

Collaborator

Communicator

Story Telling

Problem-solver

CERTIFICATIONS

- Certification in Business Analyst and Business Intelligence (Python, Tableau, Power BI)- **IIM Rohtak**
- Certification in SQL Programming and Power BI Learning- Udemey

ACADEMIC PROJECTS

- Factors of Heart Attack on Power Bi and Python
- Covid19 Dataset on Power BI and Tableau

Processing; Quality Control & Data Processing for Asset Managers utilizing the government based registered verification process on multiple platforms for different states in USA

- Managed weekly and monthly efficiency of the resources using visualization tools by generating reports for velocity management, quality control and metrics

Jan'19 – Aug'19 | Customer Service Representative | Alacrity E-Commerce Pvt. Ltd., Nagpur

Role:

- Responded to customer inquiries, offered pertinent information about the product line of different products available on the business's e-commerce website for the client, including comprehension of the customized needs for product enhancement, feedback gathering, and resolution of any defect-related inquiries pertaining to the designated product line
- Correctly confirmed information and updated pertinent data as needed in the databases
- Acquired a thorough work understanding of the products and offering, and further provided new recruits with knowledge transfers

PERSONAL DETAILS

Date of Birth: 13th February 1996

Permanent Address: 29, Rajendra Ward, Betul – 460001

Languages Known: English, Hindi & Punjabi