

Shashank Prakash

Business Analyst

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EDUCATION

The University of Texas at Dallas – Master of Science, Information Technology and Management

Visvesvaraya Technological University - Bachelor, Computer Science

WORK EXPERIENCE

Business Analyst Intern, ETC (Electronic Transaction Consultants), Richardson, United States Jan 2023 - May 2023

- **Data Analysis:** Performed advanced data analysis using Python and PostgreSQL, optimizing tolling equipment maintenance and reducing corrective repair tickets by 20%.
- **Predictive Modeling:** Developed regression and classification models for equipment failure forecasting, improving scheduling efficiency by 35%.
- **Process Optimization:** Designed data mapping processes, reducing operational exceptions by 45% and improving workflow efficiency.
- **Stakeholder Collaboration:** Conducted root cause analysis and converted business requirements into technical specifications using MS Visio.
- **Risk Mitigation:** Utilized dynamic time warping (DTW) and time series clustering for predictive insights, achieving high reliability during model testing (80/20 split).
- **Business Process Documentation:** Created detailed documentation of business workflows and processes to support organizational strategy.

Business Analyst, Infosys Limited, Bengaluru, India

Sep 2020 - Aug 2022

- **Data Integration:** Streamlined data integration initiatives using MS SQL Server and SAP, increasing efficiency by 40%.
- **Agile Methodology:** Managed sprint planning and user stories with JIRA, delivering solutions within tight deadlines.
- **Workflow Automation:** Designed Power BI dashboards and automated ETL processes with PowerShell AppDeploy Toolkit, reducing time complexity by 60%.
- **System Optimization:** Leveraged SCCM to optimize software deployment across diverse environments, reducing downtime and operational complexity.
- **Stakeholder Communication:** Acted as a liaison between technical and business teams, facilitating clear communication and aligning deliverables with objectives.
- **Risk & Compliance:** Conducted risk analyses to ensure adherence to governance and compliance standards.
- **QA Collaboration & UAT:** Defined test cases and participated in UAT to ensure deliverables met business requirements before package deployment.

CERTIFICATIONS

Certified Associate in Project Management (CAPM), PMI

Certified ScrumMaster (CSM), Scrum Alliance

Google Project Management, SAS Analytics, Agile Virtual Experience Program, JPMC

PROJECTS

Visualizing COVID-19 Pandemic Health Data

- Analyzed COVID-19's impact on mortality across health conditions using Tableau, Excel, and CDC data to create actionable visualizations, influencing public health policy and resource planning.

Airbnb Pricing Analysis

- Optimized property pricing strategies through data analysis, increasing revenue by 10% and occupancy rates. Conducted feasibility, root cause, and fit-gap analyses, improving system processes and scheduling efficiency with data flow diagrams.

SKILLS

Project Management	: Project Planning, Scope Management, Risk Analysis, Change Management, Agile Methodology (Scrum, Kanban), Stakeholder Collaboration, SDLC, Budgeting.
Business Analytics	: Requirements Gathering, Feasibility Analysis, Business Process Mapping, Process Modeling, Workflow Design, KPI Metrics, Risk UML, Process Improvement, UAT, QA.
Programming	: Python, SQL, MATLAB, C, PowerShell, Verilog.
Database Management	: MySQL, MongoDB, PostgreSQL, Oracle.
Data Analysis	: Data Cleaning, Data Mining, Data Modeling, Data Wrangling, Statistical Analysis, EDA.
Data Visualization	: Tableau, Power BI, Microsoft Excel (Pivot Tables, VLOOKUP and Macros).
Cloud Computing	: AWS (EC2, S3, Lambda, RDS, Redshift, CloudWatch), Azure (Data Lake, Data Factory).
Tools	: MS Visio, Power BI, Tableau, Salesforce, SharePoint, Azure DevOps, JIRA, MS Project.