ULA HERP
Business Analyst

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PROFILE

As a Business Analyst, I have over 1 year of experience in conducting business analysis and requirements gathering. I am skilled in using various methodologies such as Agile, Waterfall, and Lean to analyze businesses and identify areas of improvement. I am also experienced in creating process flows, requirement specifications documents, user stories, change requests etc. In addition to this, I am excellent at stakeholder management and possess strong communication skills that help me liaise between different teams effectively.

LINKS

linkedin.com/in/ulaherp

SKILLS

Business analysis

Business process improvement

Requirements gathering and management

Functional specification development

Process modeling/mapping

Data analysis and reporting

Project management

LANGUAGES

English

Hindi

EMPLOYMENT HISTORY

Business Analyst at Deloitte, NJ
Apr 2022 - Present

- Led a team of 4 analysts in conducting a business analysis on the company's customer service department which identified $1.2 million in annual cost savings.
- Conducted an analysis of the sales process which resulted in a 10% increase in productivity and a 15% increase in revenue.
- Developed training materials and conducted training for new employees on Business Analysis techniques resulting in increased efficiency across the organization.
- Documented requirements for multiple projects totaling over $4 million dollars In budget saving potential for the company.
- Implemented best practices for Requirements Management, leading to more effective project delivery with minimal scope creep.

Associate Business Analyst at KPMG, NJ
Sep 2021 - Mar 2022

- Led the research and analysis for a new market entry strategy that resulted in $2M in incremental revenue.
- Conducted complex data analysis to identify areas of improvement resulting in $1.5M annual cost savings.
- Developed innovative reporting solution utilized by entire organization which saved an average of 2 hours per day per person or $600k annually.
- Wrote business requirements document used to successfully implement ERP system saving the company 10% on processing costs.
- Created training materials and conducted user training for new CRM system rollout increasing customer satisfaction scores by 20%.
- Managed projects from start to finish including scope, schedule, budget, risks/issues, and stakeholder expectations.

EDUCATION

Bachelor of Science in Business Administration at Rutgers University, NJ
Aug 2016 - May 2021

I have learned how to manage and lead a team, how to market and sell products and services, how to finance and budget for a business, and how to use data and analytics to make business decisions.

CERTIFICATES

Certified Business Analysis Professional (CBAP)
Apr 2021

Certified Agile Business Analyst (CABA)
Jun 2019