

# ARJUN PRATAP SINGH

Analyst



+91- 9457478467



Keshavpsarjun@gmail.com



linkedin.com/in/arjun-pratap-singh

## JOB OBJECTIVE

Pursue a career as an Analyst specializing in Business Analysis and Data Analytics, with a keen interest in contributing to the IT sector through innovative solutions and strategic insights.

## CORE COMPETENCIES

Business Process Reengineering  
Agile & Scrum Methodologies  
Data-Driven Strategy Development  
Stakeholder Engagement  
Market Research and Analysis  
Customer Insights Generation  
Performance Metrics Optimization  
Cross-Functional Team Collaboration  
Agile Methodologies Implementation  
Requirement Gathering Techniques  
Data Quality Assurance

## TECHNICAL SKILLS

Power BI  
Tableau  
Excel  
SQL  
Python

## EDUCATION

Electronics and Communication Engineering from State Institute of Engineering and Technology (SIET), Nilokheri in 2022.

## PERSONAL DETAILS

**Date of Birth:** 7<sup>th</sup> October 2001

**Languages:** English & Hindi

**Address:** Noida, 201301

## PROFILE SUMMARY

- A result-oriented professional with **2.5 years of experience in Business Analysis and Data Analytics**, contributing to significant improvements in operational processes and data-driven decision-making.
- Functioning in the capacity of an **Analyst at HCL Technologies Pvt. Ltd.**, engaging in diverse responsibilities that enhance data analysis & stakeholder collaboration.
- Cultivated a diverse array of skills encompassing data visualization, requirement gathering, and effective collaboration with stakeholders**, enabling the translation of complex business needs into actionable insights.
- Applied MoSCoW method to categorize project requirements** into Must-Have, Should-Have, Could-Have, and Won't-Have to ensure efficient resource allocation in Agile projects.
- Realized a **notable improvement in server performance, achieving a 15% increase** through detailed data analysis & implementation of strategic process enhancements.
- Created detailed BRD and FRD documents in Waterfall-based projects**, ensuring structured requirement gathering and implementation.
- Showcased **outstanding problem-solving skills and effective communication skills**, facilitating collaboration with cross-functional teams to align business objectives with technical implementations.
- Holds extensive knowledge of various data visualization tools and methodologies**, empowering the creation of interactive dashboards that support data-driven decision-making.
- Led a recent initiative that uncovered critical hair health issues** impacting a significant segment of the customer base, resulting in the formulation of targeted product strategies.
- Exhibited proficiency in Agile methodologies**, effectively guiding project ceremonies and ensuring that milestones are achieved while focusing on continuous improvement and stakeholder satisfaction.

## WORK EXPERIENCE

**HCL Technologies Pvt. Ltd., Noida**  
**Since November 2022**  
**Analyst**

### Key Result Areas

- Engaging with stakeholders to diligently gather and analyze business requirements, translating them into comprehensive technical specifications for server capacity monitoring and performance enhancement initiatives.
- Conducting extensive data analysis on server performance metrics, identifying critical trends and potential risks, while crafting detailed reports and interactive dashboards utilizing Power BI and Tableau to facilitate informed decision-making.
- Spearheading process improvement initiatives by pinpointing inefficiencies in server capacity management, proposing innovative solutions that mainly enhanced system reliability and performance.
- Collaborating closely with technical teams to address capacity-related challenges, ensuring seamless alignment between business objectives and technical execution, thereby fostering a cohesive working environment.
- Maintaining thorough documentation of processes, requirements, and solutions, promoting transparency and knowledge sharing across teams to enhance operational efficiency.
- Achieving a notable reduction in downtime by 20% by proactively identifying and addressing capacity bottlenecks, enhancing overall system reliability.
- Performing data analysis using SQL and Python on customer surveys, product reviews, and dermatological reports to uncover hair health trends and insights.
- Facilitating collaboration between business teams, data analysts, and developers, ensuring alignment of data-driven insights with overarching business objectives.

- Leading Agile ceremonies, including daily stand-ups and sprint reviews, to monitor project progress, resolve roadblocks, and ensure on-time delivery.
- Conducting competitor benchmarking and market research, identifying gaps in hair care solutions and emerging ingredient trends to inform product development.
- Designing wireframes and prototypes to visualize dashboard layouts before implementation in Power BI and Tableau, improving stakeholder engagement.
- Authoring BRDs to capture high-level business needs and translated them into actionable technical requirements.
- Developing FRDs with detailed functional specifications to guide the technical team in developing data-driven solutions.
- Mapping business processes using BPMN to streamline workflows and enhance decision-making efficiency.
- Developing a RACI matrix to clearly define roles and responsibilities among stakeholders, ensuring accountability in server capacity monitoring and hair health analytics projects.
- Facilitating JAD sessions with cross-functional teams, including R&D, dermatologists & IT, to comprehensive requirements for hair health analytics.
- Contributing to the development of a personalized hair care recommendation system, utilizing AI-driven analysis of user profiles to tailor product suggestions.
- Providing actionable, data-backed recommendations for improving product formulations, resulting in enhanced customer satisfaction and increased loyalty.
- Identifying key hair health concerns affecting 60% of customers, directly influencing strategic product development and positioning decisions.
- Developing a streamlined reporting framework in Power BI, reducing data processing time by 30% and optimizing decision-making efficiency.
- Enhancing data gathering processes, fostering improved collaboration between R&D, marketing, and sales teams to drive innovation and business growth.