

Johan Sharvin Roy N A

Role: Business Analyst | **Mob:** +91-8110858094 | **Email:** johansharvinroyn@gmail.com

Career Objectives

To enhance my professional growth by actively engaging in challenging projects that strengthen my project implementation and consulting expertise. I aim to embrace diverse challenges, adapt to dynamic work environments, and continuously develop my skills to drive consistent improvement and excellence.

Synopsis

Business Analyst with 2+ years of IBM experience in requirements gathering, SQL-based data analysis, reporting, stakeholder management, and Agile delivery. Proficient in SQL, Oracle, Power BI, Salesforce, Excel, SDLC, and UAT, with expertise in data validation, dashboard reporting, and process optimization. Strong at translating business requirements into scalable technical solutions while ensuring data quality, operational excellence, and successful project delivery.

Experience Summary

IBM India Pvt. Ltd.

Business Analyst

Apr 2024 – Apr 2026

- Worked closely with business stakeholders to gather, analyze, and document functional and technical requirements for enterprise applications.
- Created BRDs, FRDs, User Stories, Acceptance Criteria, Process Flows, and Functional Specifications following Agile methodology.
- Performed SQL-based data analysis, validation, reconciliation, and root cause analysis to improve data quality and business reporting.
- Designed and maintained interactive Power BI dashboards and reports for operational and management decision-making.
- Supported Salesforce Cloud operations by managing customer records, workflow automation, and process improvements.
- Conducted User Acceptance Testing (UAT), defect tracking, and coordinated production releases with cross-functional teams.
- Collaborated with developers, QA teams, and business users to ensure timely delivery of software solutions.
- Improved reporting accuracy, operational efficiency, and business processes through continuous process optimization initiatives.

Srinsoft Technologies Pvt. Ltd

Open Source Developer

Jun 2023 - Aug 2023

- Developed scalable backend applications and RESTful APIs using Node.js and Express.js, ensuring high performance and reliability.
- Contributed to open-source projects by implementing features, fixing bugs, and managing code through Git/GitHub and CI/CD workflows

Technical Skillset:

- **Business Analysis:** Requirement Gathering, BRD, FRD, User Stories, Acceptance Criteria, Process Mapping, GapAnalysis
- **Programming :** SQL Scripting, Core Java, HTML, CSS, Javascript, NodeJS, Python
- **Database Technologies :** SQL, PostgreSQL, Databases, Relational Databases
- **Methodologies:** Agile, Scrum, SDLC, Waterfall
- **Data Analysis:** SQL, Microsoft Excel (Pivot Tables, VLOOKUP , XLOOKUP , Power Query)
- **Reporting & Visualization:** Power BI, Dashboard Development, KPI Reporting, Data Visualization
- **Project & Collaboration Tools:** Jira, Confluence, Microsoft Teams
- **Testing:** User Acceptance Testing (UAT), Test Scenarios, Defect Tracking, Requirement Validation
- **Documentation:** Business Process Documentation, SOPs, Use Cases, Workflow Diagrams
- **Analytical Skills:** Root Cause Analysis (RCA), Impact Analysis, Data Validation, Business Process Improvement.

Application: Salesforce CRM, Oracle Database, Power BI, JIRA, Confluence, Microsoft Excel, Microsoft PowerPoint, Microsoft Office, Laserfiche

Responsibilities

Have been involved in:

- Gathered and analyzed business requirements from stakeholders and translated them into functional specifications.
- Prepared BRDs, FRDs, User Stories, Process Flows, and Acceptance Criteria.
- Executed SQL queries for data extraction, validation, reconciliation, and reporting.
- Designed and developed Power BI dashboards based on business requirements.
- Performed data quality checks and resolved data inconsistencies through root cause analysis.
- Supported application maintenance, incident analysis, and production issue resolution.
- Coordinated User Acceptance Testing (UAT) and tracked defects until closure.
- Collaborated with development, QA, and business teams during Agile sprint execution.
- Prepared business reports, KPI dashboards, and management presentations.
- Supported release planning, documentation, and change management activities.
- Ensured compliance with business processes, documentation standards, and data governance policies.

Qualification

Bachelor of Engineering (B.E.) – Computer Science and Engineering
Jeppiaar Engineering College (Affiliated to Anna University) - GPA 8.1/10

Certifications:

- Java Full Stack Development certification - QSpiders
- FreeCodeCamp Backend Development & APIs Certification
- Microsoft Power BI Data Analyst (PL-300)
- Agile / Scrum Fundamentals certification - Udemy
- Oracle Cloud Infrastructure (OCI) Foundations Associate
- Microsoft Azure Data Fundamentals (DP-900)