

PRATHIBA S

BUSINESS ANALYST

EDUCATION

B.E (EEE) – 7.9 CGPA (2021)

Jerusalem College of Engineering
Chennai

SKILLS

- Technical support
- Documentation
- Requirement gathering
- Troubleshooting
- ServiceNow
- Stakeholder Management
- Problem-Solving
- Relationship Building
- Incident management
- Manual Testing

TOOLS

- SQL
- Power BI
- MS Visio
- Axure RP, Balsamiq
- MS Office
- JIRA

CERTIFICATIONS

- IIBA-COEPD Institute (Pursuing)
- Power BI (Skill Nation)
- Agile Scrum certification (Udemy)

PERSONAL

Gender : Female

Marital Status: Married

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prathisubramani@gmail.com

Linked Profile:

<https://www.linkedin.com/in/prathiba-subramanian-a94370170>

CAREER OBJECTIVE

A result-oriented Business Analyst with 3 years of experience in healthcare domain providing technical support and troubleshooting for a wide range of software applications by resolving complex issues, ensuring user satisfaction.

WORK EXPERIENCE

HCL Tech – Application support engineer (12/2021 -05/2024)

Ignitho Technologies – Business Analyst (07/2024 -01/2025)

Roles and Responsibilities

- Identified risks associated with new products, developing strategies to mitigate them.
- Collaborated with development and testing teams to verify requirements matched final output
- Ensured compliance with industry regulations by conducting risk assessments and implementing necessary controls
- Developed customized reports, summarizing data in visually appealing format.
- Collaborated with stakeholders to identify business needs and data source.
- Provided technical support for troubleshooting analytics and reporting the issue.
- Performed gap analysis between existing process to desired state and identified the areas of improvement.
- Responded to customer inquiries and provided technical assistance over phone and in person
- Maintained effective customer relationships, identifying future business opportunities
- Raised change requests during deployment and worked with development team
- Managed multiple assignments simultaneously, ensuring efficient and accurate completion of all tasks
- Communicated technical development stages and provided support to stakeholders
- Developed comprehensive documentation for various applications, facilitating knowledge transfer among team members