

GOKUL GOMPA

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CAREER OBJECTIVE

Results-driven Business Analyst with a strong background in data analysis, process improvement, and strategic planning. Seeking to leverage analytical skills and business insights to drive efficiency and growth in a dynamic organization.

EDUCATION

ISBM University

Bachelor of Commerce - BCom,
Computer
CGP- 78%

Narayana Junior College - India (MPC) Mathematics, Physics, and Chemistry.
CGP- 68%

Master minds School.

CGPA- 6.2%

SKILLS

- HTML
- CSS
- JavaScript
- React J.S
- Node J.S
- Content Management
- Business process improvement
- Usability testing and feedback
- UI
- Front-End Development
- Back-End Web Development
- Web Design
- Web Development
- Agile & Waterfall Methodologies
- BRD
- Requirements Gathering
- Process Modeling
- Stakeholder Management
- Stakeholder analysis and management
- Usability testing and feedback

EXPERIENCE

Business Analyst:In Tangent Corporation Alpharetta,USA | Jan 2025 – Present(searching) H1B

- Collaborating with stakeholders to gather and analyze business requirements.
- Driving process improvements and supporting data-driven decision-making.
- Preparing detailed documentation and reports to streamline business operations.

Business Analyst INTERN Westgate Resorts,Gatlinburg USA | Dec 2023 – Jan 2025

Domain : Hospitality and customer service

- Assisted in front-line guest services, addressing customer needs, handling inquiries, and ensuring high levels of satisfaction.
- Collaborated with cross-functional teams to streamline service processes and improve guest experience.
- Gained hands-on exposure to data-driven decision-making and service feedback analysis.
- Developed communication, problem-solving, and stakeholder interaction skills relevant to Business Analysis.

Software Developer: 3+ year Experience

Sweken IT Solutions | April 2020 – 2023 Dec

- Designed, developed, and maintained software applications as per business needs.
- Assisted in debugging, testing, and optimizing software for better performance.
- Collaborated with cross-functional teams to improve application efficiency.

PROJECTS

Westgate Resorts Mobile App

- Worked with teams to design and develop a mobile app for Westgate Resorts.
- Gathered business requirements and helped improve app functionality.
- Assisted in testing and ensuring a smooth user experience.

Westgate Resorts Website Redesign

- Led the business analysis for the website redesign to improve user experience and increase bookings.
- Conducted research and documented requirements for better website functionality.
- Worked with design and development teams to enhance the website's look and performance.

Fincuro Banking Web Application

- Led business analysis efforts for a banking web application, gathering requirements, designing workflows, and ensuring compliance with banking regulations. Conducted usability testing, enhancing transaction efficiency and security.

ACHIEVEMENTS

- Increased bookings by **15%** through streamlined reservations.
- Improved guest satisfaction ratings by **25%** with a user-friendly app.
- Reduced operational costs by **10%** through automated payment processing.

DECLARATION

I hereby declare that the information provided in this resume is true and correct to the best of my knowledge and belief. I take full responsibility for the authenticity of the details mentioned.