BHAVIN SHAH

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EDUCATION

New York University, Tandon School of Engineering, Brooklyn, NY *Jan 2014 – Jan 2016*
Master of Science in Management of Technology, *(GPA 3.7/4.0)*

Gujarat Technological University, Surat, India *July 2009 - May 2013*
Bachelor of Engineering in Computer Engineering (Computer Science) *(GPA 3.7/4.0)*

TECHNICAL SKILLS

Programming Languages: C, C++, Java | **Web Technology, Analytics:** PHP, CSS, HTML, Google Analytics, AWS
Database Skills: MS (Excel, Access), SQL, XML | **Application Software:** R, Tableau, JIRA, MS (Project, Azure)

PROFESSIONAL EXPERIENCE

Senior Business Analyst / Product Manager, City of New York – MOCS, New York *July 2017- Dec 2018*

- Built business cases, product requirements and portfolio road maps for strategic initiatives based on data, market analysis and customer requirements.
- Provided product direction to and working closely with business and technical analysts, project managers, consultants, and system integrator teams to collectively design, develop, and test solutions.
- Extensively applied strong analytic and data-driven decision-making skills.
- Defined and tracking the key performance indicators (KPIs) to measure traffic, Performance, user experience, digital adoption in the new system.
- Elicited, documented and validated requirements from the City's key stakeholders and translating these requirements into solution designs in an agile methodology and creating agile deliverables using JIRA.
- Created user stories and conceptualized the future states for user experience, new or enhanced services, and business cases
- Designed Reports, developing it using SQL and providing production maintenance of several different reports
- Assisted PMO team to build Data Warehouse for City of New York financial Data throughout product life cycle
- Used insights from data and analytics to validate solutions and to propose business process improvements and/or changes
- Leaded Reporting and analytics module of PASSPort product developed to automate New York City procurement system

Business Analyst Consultant, J. P. Morgan Chase & Co, New York *Aug 2016 - July2017*

- Analyzed data and conducting gap analysis for various deliverables in the plan
- Worked with designees, IT, Product Owners to develop user stories, timelines and tech specs as needed
- Acted as liaison with business managers, IT development teams, and end users to understand gaps
- Worked with designees, IT, Legal and Compliance to understand, plan and execute the changes required to be compliant
- Managed and participating in User Acceptance Testing (UAT) and Production Verification Testing (PVT)
- Supported migration of data from one legacy tool into newly approved tool for documentation management
- Accounted high level quality is maintained and deliverables are met on time

Data Analyst (Team Lead), NYU Tandon School of Engineering, New York *May 2014 - Jan 2016*

- Ensured data integrity and quality assurance validation to felicitate review of student application using BPM and CRM software
- Analyzed and Evaluated transcripts of more than 10,000 application by consolidating their marks scheme using advanced excel
- Collaborated with IT and Data Warehouse team to give inputs on functionality of data flowcharts and suggested improvement that strengthened communication amongst data queues and forecasted number of enrollment and revenue using SQL queries
- Acted as liaison between prospective business stakeholder, directors and other teams to analyze and solve problem, felicitate information flow and drive operational efficiently

ACADEMIC PROJECTS

Data Analyst, **Employee Churn Rate – IBM Watson Data Source** *Sep 2015 - Dec 2015*

- Cleaned data using SQL queries and efficient Excel functions
- Analyzed data using R to predict most significant factor that drives employee churn rate by Decision Tree Modeling
- Performed various regression models on Microsoft Azure and predicted factors that influenced Employee Churn Rate
- Designed Dashboard in Tableau in different visualization to represent KPI and significant predictor versus target predictors

Product Management Strategy, Google's Project Loon *Sep 2015 - Dec 2015*

- Designed Sales forecasting, financial analysis, market and trend analysis for Google's project loon
- Designed New Product Process, Product innovation Charter and new product category for Loon
- Developed a launch strategy and market plan thorough identification of market opportunity

Project Manager, Airport Baggage Tracking System *Sep 2014 - Dec 2014*

- Proposed a project charter which included project scope, objectives, deliverables, risk and milestone
- Developed work breakdown structure (WBS) and Gantt chat using MS project to depict prioritization in project scope
- Managed team of 5 member to successfully implement entire project technically and commercially